

**United Nations Children’s Fund** Human Resources

TERMS OF REFERENCE FOR INDIVIDUAL CONTRACTOR

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| **Title**  Information and Knowledge Management Consultant | **Funding Code**  SM240084 | **Type of engagement**  Consultant | **Duty Station:**  Sanaa Yemen |
| **Scope of Work:**  UNICEF Yemen, Water, Sanitation, and Hygiene (WASH) is contributing towards the realization of Yemen children’s rights to survival, growth, and development through provision of equitable and sustainable safe drinking water, basic sanitation and hygiene promotion services. Over 17.8 million people lack access to basic WASH services in Yemen, putting them at heightened risk of waterborne diseases, malnutrition and other life-threatening conditions. For almost a decade, Yemen has been experiencing internal conflict, which led to internal displacement and destruction of WASH facilities. At least 29 per cent of people internally displaced do not have access to safe drinking water, and 47 per cent do not have sanitation facilities. UNICEF collaborates with the Ministry of Water and Environment in Yemen, providing technical and financial support to Local Water and Sanitation Corporations (LWSC), General Authority for Rural Water and Sanitation Projects (GARWSP), national and international NGOs to ensure sustainable access to at least basic water services by women and children in IDP camps, host communities and institutions such as schools and health care facilities in both urban and rural areas.  To ensure effective and efficient WASH programming informed by evidence and lessons learned from previous and current projects, UNICEF has robust and established information and knowledge management systems globally and has adopted them at the country office level. Yemen Country Office has an existing WASH database powered by Activity Info. This is complemented by online project tracking sheets managed by programme officers at country and field office levels. Working closely with the Advocacy and Communication team, the WASH team regularly generate packages, and shares WASH knowledge to improve the quality, equity, and sustainability of WASH services both internally and with sector partners and donors.  Moving forward, UNICEF YCO seeks to strengthen its position as a knowledge leader and advocate for children through continued investment in knowledge-sharing, information management and WASH sector capacity development. To achieve this ambition, UNICEF seeks the services of an Information and Knowledge Management Consultant to support the WASH team in enhancing the information and knowledge management system, which is one of UNICEF`s change strategies for accelerating progress towards the Sustainable Development Goals and realizing children’s rights. Knowledge management work will be guided by UNICEF’s Global WASH Knowledge Management Strategy 2022-2025, which defines KM as a management activity seeking to enhance the organization, integration, sharing and delivery of knowledge and learning across UNICEF and the WASH sector.  **Purpose of Activity/Assignment:**  The purpose of the information and knowledge management (IKM) consultant is to support the Yemen WASH programmatic information and knowledge management needs to enhance evidence-based programming, reporting, and learning. Under the supervision of the Chief of WASH, and in close coordination with YCO PMR and Comms & Advocacy,the candidate will be responsible for supporting the following areas:  **Data/Information Management and Analysis:**   * Support the team to develop simple, user-friendly monitoring reporting formats in Activity Info, in consultation with WASH program officers at country and field offices, other programme sections, implementing partners and WASH stakeholders. * Ensuring data from partners and stakeholders is periodically and consistently collected and stored in the established reporting platform. * Facilitating data entry and data visualization using Power BI or other visualisation platforms at the office level, and thematically as needed. * Under the guidance of the Chief – WASH, prepare and disseminate periodic information management reports/infographics/dashboards to programmes and implementing partners. | | | |

* Support development and strengthening of existing data management system for monitoring and reporting of WASH interventions at Country office level working with Field Office teams.

# Planning, Monitoring and Reporting:

* Support planning processes and mid-term and end-term reviews to track CO WASH progress towards achieving WASH outcome and outputs.
* Support timely IM inputs for situation reports, donor reports and other initiatives as necessary.
* Support the CO (WASH) in mid and end of year reporting e.g. RAM, COAR, CSIs
* Support the generation of monthly donor updates.
* Providing timely inputs for monthly Situation Reporting (SitReps), UNICEF`s inputs to the WASH cluster and other sectoral reports as necessary.

# Capacity Building:

* Develop a training package for the IM system, including guidelines, presentations, demos and a toolkit for partnerships with government and CSOs.
* Provide on-the-job training and supportive supervision to partner (Government, CSOs) staff on data collection, compilation, provision to ensure timely delivery of the monthly report by the end of each month.
* Building the capacity of field WASH teams and implementing partners in establishing local WASH data base and establishing monthly reporting mechanism.

# Knowledge Management & Information Sharing:

* Support knowledge generation through writing reports, studies, research, evaluations, etc. This includes in- house research and data analysis in activity info, the know-how based on programmatic experience, and externally generated research and experience.
* Packaging knowledge generated within the WASH programme e.g., summarising reports, writing human interest stories, developing dashboards using information from activity info, developing WASH documentaries capturing best practices, developing WASH infographics in a manner that makes it more effective and easier to use; writing draft WASH KM papers using relevant templates including using available WASH KM templates.
* Develop and support the functionality of knowledge storage platforms as per UNICEF standards and protocols. This will include updating WASH SharePoint pages and re-organising the WASH SharePoint library to make it easy for the WASH team to save and access documents on SharePoint.
* Initiate and implement knowledge sharing by disseminating various KM products internally and externally using different channels, with UNICEF’s sectoral partners, including Governments—ensuring that they are effectively used for different purposes (programming, monitoring, advocacy, policy definitions, capacity building, etc.). Sharing platforms may include intranet sites, e-mail groups, written reports, verbal feedback at meetings, brown bags, the WASH Global monthly newsletter, and UNICEF digital and social media platforms.
* Building, maintaining, and updating staff capacity in knowledge management to ensure that knowledge is routinely managed and used to scale up evidence-based and locally adapted solutions.

# Child Safeguarding

Is this project/assignment considered as “[Elevated Risk Role](https://unicef.sharepoint.com/sites/DHR-ChildSafeguarding/DocumentLibrary1/Guidance%20on%20Identifying%20Elevated%20Risk%20Roles_finalversion.pdf?CT=1590792470221&OR=ItemsView)” from a child safeguarding perspective?

 YES  **NO** If YES, check all that apply:

**Direct contact role ** YES  **NO**

If yes, please indicate the number of hours/months of direct interpersonal contact with children, or work in their immediately physical proximity, with limited supervision by a more senior member of personnel:



**Child data role**

YES

**NO**

If yes, please indicate the number of hours/months of manipulating or transmitting personal-identifiable information

of children (name, national ID, location data, photos):

More information is available in the [Child Safeguarding SharePoint](https://unicef.sharepoint.com/sites/DHR-ChildSafeguarding/SitePages/Amendments-to-the-Recruitment-Guidance.aspx) and [Child Safeguarding FAQs and Updates](https://unicef.sharepoint.com/sites/DHR-ChildSafeguarding/DocumentLibrary1/Child%20Safeguarding%20FAQs%20and%20Updates%20Dec%202020.pdf)

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| **Budget Year:**  2024 | **Requesting Section/Issuing Office:**  WASH | | **Reasons why consultancy cannot be done by staff:**  The tasks and duties assigned for this consultancy are of the technical expertise nature that require dedicated technical work also for partners and such expertise is not available among our current staff. | | | |
| **Included in Annual/Rolling Workplan***:*  Yes No , please justify: | | | | | | |
| **Consultant sourcing:**  National  International Both  **Consultant selection method:**  Competitive Selection (Roster)  **Competitive Selection (Advertisement/Desk Review/Interview)**  The ToR will be advertised in TMS for minimum 14 days.  Selection method will be a **desk review** of the candidates. The selection contains a mix of technical and financial evaluation:  Technical review: 75 points   * Academic background - 30 points * Relevant professional experience - 45 points   The candidate shall score **52 points of the total technical score** to be considered for the financial offer.  Financial offer: 25 points | | | | | **Request for:**  New SSA - **Individual Contract**  Extension/ Amendment | |
| **If Extension, Justification for extension:** | | | | |  | |
| **Supervisor:**  Peter Harvey – Chief of WASH | | **Start Date:**  1-July-2024 | | **End Date:**  28 – February -2025 | | **Number of Days (working)**  8 months ( 4 months working from home and 4 months in country) |

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| **Work Assignment Overview** |  |  |  |
| Tasks/Milestone: | Deliverables/Outputs: | Timeline | Estimate Budget |
| Review the existing WASH database, clean, update, and develop a WASH reporting Dashboard in accordance with UNICEF  WASH information requirements. | WASH database is cleaned, updated and the Dashboard developed in line with WASH information needs | July 2024 – August 2024 | 15% |
| Develop simple, user-friendly data collection, monitoring and reporting formats to satisfy UNICEF WASH reporting needs, e.g. RAM, CSI reporting and monthly  updating of the data base | WASH data collection tools, including digital ones, have been developed and operationalized. | July 2024 – August 2024 | 15% |
| Organise training and orientation sessions for WASH field teams on information and knowledge management and reporting, including the use of new information management tools in preparation for end-  of-year reporting | One training on Information and Knowledge management and reporting conducted | September 2024 –  October 2024 | 10% |
| Review existing WASH assessment reports and write WASH papers for peer review within UNICEF systems and publication | Three WASH papers are written focusing on:   * The functionality and sustainability of rural Water Supply Systems * Operational efficiencies of Local Water and Sanitation Cooperations (LWSCs) * The feasibility of using Wind Energy to power Water   Supply Systems in Yemen | August 2024 –  October 2024 | 20% |
| Document UNICEF Yemen WASH success stories for sharing with stakeholders and partners through digital and social media platforms. | The following documentation products developed:   * Five WASH human interest stories/stories of impact written. * Two WASH video   documentaries developed | July 2024 – February 2025 | 20 % |
| Working closely with the UNICEF IT team, properly file WASH documents on SharePoint to ensure easy accessibility and  searching. | WASH Sharepoint library updated | July 2024 – August 2024 | 5% |

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| Working closely with the advocacy and communications team, updating the WASH page on the UNICEF Yemen website,  sharing the latest information | The WASH page on the UNICEF website updated | August 2024-  September 2024 | 5% |
| Compile 2024 WASH CSI database for end- of-year reporting | The end-of-year reporting database is developed and updated | November 2024-  February 2025 | 10% |

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| **Estimated Consultancy fee** | **Description** | **USD** | **Total in USD** |
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| Consultancy Fees | Payments will be paid based on the deliverables as mentioned above upon submission of the invoice certified by the  Supervisor |  |  |
| Travel International (if applicable) | RnR travel x 3 (This is an  estimate subject to changes as necessary). |  |  |
| Travel Local (please include travel plan) | Travel to the field to support  field teams x 4 |  |  |
| DSA (if applicable) | 20% of Sanaa rate i.e 0.20 x 333=67USD for 120 days in  Sanaa… |  |  |
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| **Total estimated consultancy costsi** |  |  |  |
| **Minimum Qualifications required:** | **Knowledge/Expertise/Skills required:** | |  |
| Bachelors  Masters PhD Other  Enter Disciplines   * Master’s degree in data management, information management, computer science, information technology and relevant social science fields relevant to information management. | * 5 years of relevant professional experience in IM and KM for WASH working for International NGOs or UN is required. * Strong Proficiency in excel, data visualization and Activity Info is required. * Power BI knowledge is an asset. * Fluency in English is required. * Ability to speak/understand Arabic will be an advantage. * Emergency experience is strongly desirable.   **What to submit:**   * Cover letter * CV * Monthly financial proposal (inclusive of all taxes) | | |
| **Administrative details:**  Visa assistance required:  Transportation arranged by the office: | Home Based **Office Based:** Hybrid  If office based, seating arrangement identified: Yes  IT and Communication equipment required:  Internet access required: Yes | | |
| **Request Authorised by Section Head** | **Request Verified by HR:** | | |
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1 Costs indicated are estimated. Final rate shall follow the “best value for money” principle, i.e., achieving the desired outcome at the lowest possible fee. Consultants will be asked to stipulate all-inclusive fees, including lump sum travel and subsistence costs, as applicable.

Payment of professional fees will be based on submission of agreed deliverables. UNICEF reserves the right to withhold payment in case the deliverables submitted are not up to the required standard or in case of delays in submitting the deliverables on the part of the consultant

# Text to be added to all TORs:

Individuals engaged under a consultancy or individual contract will not be considered “staff members” under the Staff Regulations and Rules of the United Nations and UNICEF’s policies and procedures and will not be entitled to benefits provided therein (such as leave entitlements and medical insurance coverage). Their conditions of service will be governed by their contract and the General Conditions of Contracts for the Services of Consultants and Individual Contractors. Consultants and individual contractors are responsible for determining their tax liabilities and for the payment of any taxes and/or duties, in accordance with local or other applicable laws.

The selected candidate is solely responsible to ensure that the visa (applicable) and health insurance required to perform the duties of the contract are valid for the entire period of the contract. Selected candidates are subject to confirmation of fully-vaccinated status against SARS-CoV-2 (Covid-19) with a World Health Organization (WHO)- endorsed vaccine, which must be met prior to taking up the assignment. It does not apply to consultants who will work remotely and are not expected to work on or visit UNICEF premises, programme delivery locations or directly interact with communities UNICEF works with, nor to travel to perform functions for UNICEF for the duration of their consultancy contracts.

UNICEF offers [reasonable accommodation](https://www.unicef.org/careers/unicef-provides-reasonable-accommodation-job-candidates-and-personnel-disabilities) for consultants with disabilities. This may include, for example, accessible software, travel assistance for missions or personal attendants. We encourage you to disclose your disability during your application in case you need reasonable accommodation during the selection process and afterwards in your assignment.