

**TERMS OF REFERENCE FOR INDIVIDUAL CONSULTANTS**

<b>Title:</b>  U-Report Technical Specialist	<b>Funding Code:</b>  SC220510	<b>Type of Engagement</b>  <input type="checkbox"/> Consultant (International) <input checked="" type="checkbox"/> Consultant (National)	<b>Duty Station:</b>  Freetown, Sierra Leone (including travel to districts).
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**Background:**

Since 2014, UNICEF Sierra Leone has been championing the use of innovation and technology to help identify and address the issues that affect the children and women of Sierra Leone. Work done over the past 8 years has established UNICEF Sierra Leone as the leading agency for innovative and technology-based programming to help deliver results for children in Sierra Leone. In 2018, the Government of Sierra Leone established a Directorate of Science, Technology and Innovation (DSTI). DSTI's mandate is to use Science, Technology, and Innovation to support the Government of Sierra Leone to deliver on its national development plan effectively and efficiently; and to help transform Sierra Leone into an innovation and entrepreneurship hub. UNICEF has already established a workplan with DSTI to promote and enable the use of Innovation in Sierra Leone for improved results for children.

**Overview:**

U-Report is a global platform active in 68 countries, run by UNICEF and partners, allowing young people to share opinions on various topics through messaging, social media, and SMS. Policymaking in Sierra Leone should involve young people and utilize innovative partnerships to access and interpret data. RapidPro, an open-source software, enables real-time data collection and communication, reaching remote areas for health, education, and child protection. The goal is to expand RapidPro to other organizations to involve more youth in shaping policies.

The Internet of Good Things (IoGT) offers free vital information for low-end devices in remote communities, with content on topics like health, safety, and parenting. IoGT can also empower young journalists in Sierra Leone to report on local issues and promote youth engagement.

Electronic Mobile Journalism (EMOJO) is an electronic course accessible via the Learning Passport to train Sierra Leone's youth as mobile journalists. UNICEF can use EMOJO to engage communities, train citizen journalists with smartphones, and gather real-time information to raise awareness and encourage positive changes.

Overall, these initiatives aim to involve youth, provide information, and promote engagement in various sectors, including health, education, and child protection in Sierra Leone.

**Purpose and Objectives:**

The purpose of this role is to support UNICEF in leveraging this technology to support children and young people in social, behavioral change, legislative and policy, input, monitoring, and data, gathering, rapid communication in emergency context, supporting dissemination of commercial information in agriculture, increasing access to social services for the most ponderable, socialising health education and supporting the governments no corruption policy

Amplify The Voice of Youth: The primary objective is to channel the collective wisdom and perspectives of young people into the decision and policy-making processes of the Sierra Leonean government across sectors and focusing on issues that adolescents and youth are concerned about. The consultancy aims to project manage the entire process around the collaboration of UNICEF, The United Nations' Youth Thematic Team with the United Nations' Youth Advisory Group to leverage cutting-edge UNICEF technologies,

including U-Report, EMOJO, and the Internet of Good Things, to amplify the voices of youth in Sierra Leone.

By harnessing the power of U-Report, which allows for real-time data collection and feedback, the consultancy seeks to create a dynamic platform where adolescents and youth can express their concerns and aspirations. EMOJO's emotional analysis capabilities will help gauge the sentiments behind adolescents and youth's feedback, providing nuanced insights for more effective policy formulation. Additionally, the Internet of Good Things will serve as a valuable resource hub for showcasing and disseminating vital information and resources to youth.

Ultimately, this collaborative effort strives to accelerate prosperity in Sierra Leone by ensuring that the voices and ideas of its adolescent and youth population are integral to the nation's governance and development strategies, (linking to ongoing policy discussions across sectors). Through technology-driven engagement, the consultancy aims to foster a more inclusive and responsive decision-making ecosystem, driving positive change and sustainable progress.

**Specific Tasks:**

UNICEF expects the U-Report specialist to oversee the implementation and management of various innovative digital platforms, including U-Report, YOMA, loGT, and EMOJO, in Sierra Leone. Under the general guidance and supervision of the Innovation Specialist, the consultant will have the following key functions/accountabilities:

**Strategic Planning, Coordination & Project Management:**

1. Comprehensive Strategy Document: A detailed document outlining the strategy for deploying U-Report, loGT, and EMOJO platforms in Sierra Leone. This should include alignment with UNICEF's goals and the national context.
2. Workplan Proposal: A comprehensive workplan for the project setup, including timelines, milestones, and responsibilities. This should be signed off by the Innovation Specialist.
3. Stakeholder Collaboration Records: Documentation of collaboration with relevant stakeholders, including government agencies (in coordination with other UNICEF interventions across sections), NGOs, and private sector partners. Include meeting minutes, emails, and other documentation.

**Phase 1: Initial Stakeholder Engagement**

- Task: Define the project scope and objectives in consultation with adolescents and youth.
- Milestone: Project scope and objectives document finalized.
- Task: Identify and engage relevant stakeholders, including adolescents and youth, ministers and figureheads in the thematic areas.
- Milestone: Stakeholder engagement plan developed, and initial contact established.
- Task: Create a communication plan to mobilize stakeholders and inform them about the project.
- Milestone: Communication plan finalized and distributed to stakeholders.

**Phase 2: Gathering Youth Voices**

- Task: Launch a rapid nationwide poll or survey to gather the initial voices of adolescents and youth, focusing on breadth rather than depth.
- Milestone: Nationwide poll or survey initiated.
- Task: Synthesize the information collected, identify key areas of examination, and find trends. Compare the results with historical data.
- Milestone: Initial data synthesis and trend analysis completed.

**Phase 3: Deep Dive Focus Groups**

- Task: Collaborate with partners and their adolescent and youth networks to conduct focus groups using a standardized template, examining key areas of investigation.
- Milestone: Focus group sessions scheduled and conducted.

**Phase 4: Amplification through Mobile Journalism**

- Task: Encourage adolescents and youth to amplify their voices through mobile journalism and vox pops.
- Milestone: Mobile journalism and vox pops content produced and collected.
- Task: Select samples of content for publication on the Internet of Good Things (IoGT) or collaborate with television stations for potential broadcasting, ensuring no reputational damage to UNICEF.
- Milestone: Content selected and published on IoGT or broadcast on television.

**Phase 5: Reporting and Presentation for Policy Review**

- Task: Synthesize the results from the focus groups and other data into one comprehensive report.
- Milestone: Comprehensive report drafted and reviewed.
- Task: Present the report to the appropriate decision-makers, including to parliament to advocate for adolescent and youth voices in policy and decision-making.
- Milestone: Report presentation and stakeholder engagement completed.

**Phase 6: Feedback and Policy Impact**

- Task: Work with appropriate stakeholders to complete the feedback loop with adolescent youth , explaining how their voices were heard and how it impacted policy.
- Milestone: Feedback sessions with young people conducted.
- Task: Monitor and evaluate the impact of the project on policy and decision-making processes.
- Milestone: Impact assessment and evaluation completed.

**Phase 7: Managing Multiple Campaigns**

- Task: Plan and launch additional campaigns in parallel, if needed, in different somatic areas or with different focus groups.
- Milestone: Parallel campaigns initiated and monitored.

This list of tasks and milestones outlines the project's various phases and key actions required to achieve the goal of influencing national policies in different somatic areas through adolescent and youth engagement and feedback.

**Management, Organization and Timeframe:**

Monthly payment on receipt of invoice, based on monthly tasks and progress reports via the team workplan, approved upon monthly review of products with supervisor. Payment will only be made for work satisfactorily completed and accepted by UNICEF.

The monthly report will be prepared and submitted by the consultant outlining the activities performed and results achieved, according to the preliminary key tasks and deliverables and outputs outlined earlier. Each monthly report will include an update on the activities listed above, in particular:

- A summary of progress report against the workplan and identification of any bottlenecks, challenges or changes therein.

- Report on the knowledge management and sharing activities;
- A summary of monthly status reports on deployment progress.

**Child Safeguarding**

Is this project/assignment considered as “Elevated Risk Role” 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](#) and [Child Safeguarding FAQs and Updates](#)

**\* Expected timelines for completion are estimated and may vary depending on progress**

<b>Work Assignment Overview</b>		
Tasks/Milestone:	Deliverables/Outputs:	Timeline:
<b>TASK</b>	<b>ACTIVITY DESCRIPTION</b>	<b>DELIVERABLE</b>
MANAGING “AMPLIFY THE VOICE OF YOUTH” CAMPAIGN	Oversee and manage the coordination of different UNICEF sections to deliver multiple campaigns under the banner of amplify, the voices of use, including engagement with government and use networks.	Minimum of four campaigns in the year (throughout contract)
MANAGE THE EMOJO CAMPAIGN	Continue the development of the electronic mobile journalism course, the dissemination of this course on the learning passport and working with other sections to motivate young people to develop emoji videos and publicise this on the Internet of good things	Development of a finished product and embedded within Learning Passport (throughout contract)
MANAGE VOXPOX CAMPAIGNS	Continue the development of the VOXPOX and the dissemination of this course on the learning passport and working with other sections to motivate young people to develop emoji videos and publicise this on the Internet of good things	Development of a finished product and embedded within Learning Passport (throughout contract)
OVERSEE DEVELOPMENT OF RAPID PRO AS A SERVICE (RPAS)	Work with the chief of innovation and the ICT lead to develop a commercial model for the use of rapid pro as a service, inclusive of a revenue stream and website	Deliver a report include a roadmap for the operationalisation of RPAS (by end of contract)
GOSL INFRASTRUCTURE MONITORING	Initiate a thorough assessment of UReport's implementation in Sierra Leone, analyse its impact on infrastructure monitoring, gather relevant data on user engagement and feedback, collaborate with government agencies to understand their perspectives, and compile findings into a concise report outlining the effectiveness, challenges, and recommendations for optimizing UReport in enhancing infrastructure monitoring for the GOSL in Sierra Leone.	Deliver a report (including a roadmap) analysing the ability to utilise Rapid Pro to monitor infrastructure (by end of contract)
RAPID COMMUNICATION DURING EMERGENCIES	Conduct comprehensive research on Ureport's effectiveness during emergency situations. Engage with key stakeholders, including government agencies, NGOs, and Ureport users, to gather insights and perspectives. Analyse data on the platform's performance, highlighting specific instances where it facilitated swift communication during emergencies. Evaluate challenges faced and propose recommendations for optimizing Ureport's role in future emergency response efforts. Present findings concisely in the report, ensuring clarity and relevance	Deliver a report (including a roadmap) analysing the ability to utilise Rapid Pro in an emergency context (by first 6 months of contract)
UREPORT FOR AGRICULTURE	Conduct a thorough assessment of UReport's implementation, focusing on its impact on agricultural practices and engagement with farmers. Gather quantitative data on user participation, feedback, and the effectiveness of information	Deliver a report (including a roadmap) analysing the ability to utilise Rapid Pro in

	dissemination. Interview key stakeholders, including farmers and agricultural experts, to obtain qualitative insights. Analyze the challenges faced and recommend potential improvements for maximizing the platform's contribution to agricultural development. Present findings concisely, emphasizing the platform's role in enhancing communication, knowledge sharing, and decision-making within the agricultural sector in Sierra Leone.	support the Government's Feed Salone Campaign (by first 3 months of contract)
ACCESS TO SOCIAL SERVICES	Work, specifically, with the child protection section to use rapid pro to access information on the referral pathway, to increase coverage to the most vulnerable	Deliver the Analogue version of Ereferral Pathway for SMS (in first 3 months of contract)
HEALTH EDUCATION AND AWARENESS	Conduct a thorough analysis of Ureport's historical data and user engagement metrics in the region, collaborate with health organizations and stakeholders to gather insights on the impact of Ureport in disseminating health information, and assess the platform's effectiveness in reaching diverse demographics. Additionally, compile success stories and challenges faced by users, and recommend strategic improvements for optimizing Ureport's role in enhancing health education and awareness in Sierra Leone.	Deliver a report (including a roadmap) analysing the ability to utilise Rapid Pro in an Health Education context (by end of contract)
MANAGING UREPORT FOR THE ACC	Reignite the work, which UNICEF has done with the anticorruption commission to have a reporting service in your report	Monthly reports on the activities needed and those to be performed to support the ACC reporting (by end of contract)
MAP & MANAGE MAINSTREAMING OF RAPID PRO TO ICT	Map of the roadmap to mainstream rapid pro into ICT at the end and beyond 2024	A roadmap for the transition of Rapid Pro to ICT (by end of contract)

<b>Budget Year:</b>	<b>Requesting Section/Issuing Office:</b>	<b>Reasons why work cannot be done by staff:</b>	
<b>Included in Annual/Rolling Workplan:</b> <input type="checkbox"/> Yes <input type="checkbox"/> No, please justify:			
<b>Consultant Sourcing:</b> <input checked="" type="checkbox"/> National <input type="checkbox"/> International <input type="checkbox"/> Both  <b>Consultant Selection Method:</b> <input type="checkbox"/> Competitive Selection (Roster) <input checked="" type="checkbox"/> Competitive Selection (Advertisement/Desk Review/Interview)		<b>Request for:</b> <input checked="" type="checkbox"/> New Consultancy  <input type="checkbox"/> Extension/ Amendment	
If Extension, Justification for extension: N/A			
<b>Supervisor:</b>  <b>James Houghton</b>  (Chief of Innovation)	<b>Start Date:</b>  <b>1 January 2024</b>	<b>End Date:</b>  <b>15 December 2024</b>	<b>Number of (working) Days/Months:</b> <b>11.5 months</b>

Estimated Consultancy Fee			
Travel International	N/A		
Travel Local (please include travel plan)	N/A		
Residency Permit Costs	N/A		
DSA (local travels)			
<b>Total Estimated Consultancy Costs<sup>i</sup></b>			
<p><b>Minimum Qualifications required:</b></p> <p><input type="checkbox"/> Bachelors <input checked="" type="checkbox"/> Masters <input type="checkbox"/> PhD <input type="checkbox"/> Other</p> <p>Enter Disciplines:</p> <p>An advanced university degree in ICT, Technology, Education, or other relevant field or a first degree (Bachelor's) in a relevant field (such as ICT, Technology, Education, or Youth Innovation) combined with additional 2 years of professional experience may be accepted in lieu of an advanced degree.</p>	<p><b>Knowledge/Expertise/Skills required:</b></p> <p><b>Experience</b></p> <ul style="list-style-type: none"> <li>A minimum of 5 years working experience in ICT, Technology, Education, or another relevant field.</li> </ul> <p><b>Skills required</b></p> <ul style="list-style-type: none"> <li>Experience in working on the planning, rollout, and administration of an IMS or LMS based projects/programmes, is an asset.</li> <li>Experience in deploying digital platforms, tools and approaches.</li> <li>Specific experience in real-time, USSD based mobile tech programming tools in Sierra Leone</li> <li>Experience working with Government is considered as an asset.</li> <li>Fluency in English is required, strong written and verbal competency is necessary.</li> </ul>		
<p><b>Administrative details:</b></p> <p>Visa assistance required: <input type="checkbox"/></p> <p>Transportation arranged by the office: <input type="checkbox"/></p>	<p><input type="checkbox"/> Home Based <input checked="" type="checkbox"/> Office Based:</p> <p>If office based, seating arrangement identified: <input type="checkbox"/> TBD</p> <p>IT and Communication equipment required: <input checked="" type="checkbox"/></p> <p>Internet access required: <input type="checkbox"/></p>		
<p><b>Request Submitted by:</b></p> <p><b>Innovation Specialist</b></p>	<p><b>Request Verified by HR:</b></p> <p><b>HR Manager</b></p>		
<p>Endorsed by:</p> <p><b>Deputy Representative, Programme</b></p>	<p>Approved by:</p> <p><b>Representative</b></p>		



<sup>i</sup> 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

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 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.