


TERMS OF REFERENCE FOR CONSULTANTS
Syria Country Office

ASSIGNMENT SOURCE:

National International

TITLE OF THE CONSULTANT: Social & Behaviour Change Knowledge Management Consultant

SECTION IN CHARGE: Social & Behaviour Change Section (SBC)

BACKGROUND (RATIONALE AND CONTEXT):

For 2024 and 2025, UNICEF's Social and Behavior Change (SBC) team in Syria plans to enhance its knowledge management system adopting a three-fold approach. Firstly, this includes improving the storage and sharing of files and knowledge products to boost the internal efficiency of the SBC section's work processes. Efficiency should also be further supported by drafting necessary documentation such as reports, concept notes, and proposals. Secondly, recording the impact of SBC interventions in the field is vital for the UNICEF SBC team's continuous learning. This also aids in sharing key insights with other UNICEF programs and informing future SBC interventions. Thereby, the key results of SBC interventions should be reviewed and illustrated through case studies, aimed to be shared with the wider public. Thirdly, the SBC team's knowledge management focus is on the direct use of SBC knowledge products during implementation. This will be enabled through the compilation of produced knowledge and learnings into user-friendly packages intended for implementing partners.

OBJECTIVES OF THE CONTRACT (PURPOSE OF THE ASSIGNMENT):

The aim of this assignment, as per UNICEF Syria's SBC team's knowledge management priorities, is to address the specific efforts required for the successful execution of these priorities. The KM consultant reports to the SBC Specialist, who provides technical guidance throughout the entire consultancy for quality assurance. In particular, the objectives for the Knowledge Management (KM) consultant can be divided into three major categories: i) documenting and sharing case studies that assess the impact of SBC interventions; ii) enhancing the internal SBC knowledge management system, including the filing system and internal documentation processes; iii) packaging knowledge products into user-friendly guides for implementing partners. Given the volatile emergency situation in which UNICEF Syria operates, the priorities of this assignment may be subject to adaptation if changing circumstances require it, while remaining under the general umbrella of knowledge management. Specifically, this could include support to the drafting of regular reports required during emergencies, such as Situation Reports.

LOCATION (GEOGRAPHIC AREA/ DUTY STATION): Home-based with field missions to Syria, **subject to VISA approval (this assignment cannot be done remotely)**

On-site working days: 70 days

Off-site working days: 77 days

Field Missions/Travel: 40 days

DURATION:

Estimated Start Date: September 22, 2024.

Estimated End Date: May 21, 2025.

The selected consultant will work for the period of (147 days) workdays within 8 months (September 2024 to May 2025). It is envisaged: 77 workdays out of country and 70 days in the country, including field missions. The exact schedule of the activities will be agreed with the consultant based on the consultancy implementation progress. The deadline for submission of final deliverables to UNICEF is by the end of the contract.

SUPERVISOR: The consultant will be supervised and report to the UNICEF SBC Specialist with regular de-briefing with the UNICEF Chief SBC about the progress of the consultancy. The consultant will work on daily basis with UNICEF SBC Section. The SBC Section will interact with the chosen candidate in negotiation and communicating through e-mail correspondence while outside of Syria as well as support the consultant in the country.

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:

10 hours

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):

6 months

More information is available in the [Child Safeguarding SharePoint](#) and [Child Safeguarding FAQs and Updates](#)

DESCRIPTION OF ASSIGNMENT (TASKS, SMART DELIVERABLES, DEADLINES):

Tasks/Milestone	End Products/ Deliverables	Duration/ Deadline	Estimate Budget
Collect and systematically file all relevant work outputs by SBC team members on SharePoint.	One SharePoint filing system completed: all work outputs are systematically filed on SharePoint.	10 working days/ Deadline: End of the first month of the contract	(quoted daily fees x number of the assigned working days)
Compile an integrated family care practices package including Information, Education, and Communication (IEC) materials and messages for the cross-sectoral SBC interventions intended for implementing partners for two-way communication with communities.	One integrated family care practices package with IEC materials and messages produced for cross-sectoral SBC interventions	30 working days/ Deadline: End of December 2024	
Support implementation of the KM plan particularly drafting and sharing an internal short SBC update intended for UNICEF staff at CO/RO and HQ levels.	Three internal SBC updates shared (on bi-monthly basis over length of consultancy).	15 working days/ Deadline: End of the contract	
Identify, document and compile case studies of SBC interventions through direct interviews with partners and community members during field visits and subsequent data management.	Produced 6 case studies.	72 working days/ Deadline: End of the contract	
Draft and finalize internal short documents related to the knowledge management component of the present TORs (such as internal short reports and updates, a brief KM strategy for SBC, illustrations of SBC evidences for short funding proposals, and / or concept notes etc.) subject to the program need.	Five internal documents are written and finalized.	20 working days/ Deadline: End of the contract	

TRAVEL CONSIDERATIONS (PLEASE CHECK IF APPLICABLE):

None Commencement travel Mission travel (schedule/itinerary required):

Should “mission travel” be required, UNICEF will pay for travel-related expenses directly on the contract, upon consumption. However, this will be subject to the following prerequisites: Security Clearance through the Travel Request Information Process (TRIP) system, the BSAFE Security Training, Travel Visa, and liability waiver.

Travel cost shall be calculated based on economy class travel, regardless of the length of travel. Costs for accommodation, meals and incidentals shall not exceed applicable daily subsistence allowance (DSA) rates, as promulgated by the International Civil Service Commission (ICSC at <http://icsc.un.org>). The consultant must travel on UNICEF-approved airlines.

Depending on the continuous days spent in-country, the consultant will be eligible for one Rest & Recuperation R&R trip.

Remark:

Individuals engaged under a consultancy 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 or medical insurance coverage. Their conditions of service will be governed by their contract and the General Conditions of Contracts for the Services of Consultants. Consultants 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.

QUALIFICATION REQUIREMENTS:**1. Academic qualifications:**

Master’s Degree in Knowledge Management, Communication, Psychology, Sociology, Anthropology, Social Sciences, International Relations or a related field. As the second tier of the selection process, a first-level university degree with an additional 2 years of required relevant experience in lieu of the advanced university degree could exceptionally be considered for further assessment.

2. Work experience / Technical competencies:

- 5 years of experience in knowledge management and programming for social impact at country level, some of which preferably were served in an emergency or developing country is required.
- Consultant must have completed at least three high-quality documents in that period, at least one of them being related to social and behavioral change and/or community engagement.
- Demonstrates excellent writing skills, and strong communication, in particular for the development of technical documents is essential.
- Demonstrates experience and knowledge of the latest developments and issues related to UNICEF’s work on social and behavior change and community engagement are essential.
- Demonstrated capacity of effective coordination across different teams and being able to work independently with minimum support/supervision.

3. Competencies:

UNICEF core competencies:

- Demonstrates Self Awareness and Ethical Awareness (1)
- Works Collaboratively with others (1)
- Builds and Maintains Partnerships (1)
- Innovates and Embraces Change (1)
- Thinks and Acts Strategically (1)

- Drive to achieve impactful results (1)
- Manages ambiguity and complexity (1)

4. Language requirement:

Fluency in English and Arabic (both written and verbal) is required.

EVALUATION PROCESS (OF APPLICATIONS):

Qualified candidates are requested to submit:

1. Applications through UNICEF's Talent Management System (TMS)
2. Cover Letter
3. CV.
4. Financial quote as lump sum for professional fees only.
5. Examples of previous written samples (case studies, communication products, reports etc.)
6. At least 3 Referees from Direct Supervisors (+ last two PERs for former UNICEF staff)

Shortlisted applicants may be invited for further technical assessment. Final recommendation will be made based on "best value for money", i.e. the hiring section/office shall normally select the individual who quoted the lowest fee from among the candidates who are assessed as suitable for achieving all tasks on time, as per the criteria stipulated in this ToR, and based on the outcome of the evaluation/assessment conducted.

PAYMENT SCHEDULE:

By Deliverable

Professional fees will be paid in 3 installments, based on the submission and approval of the agreed deliverables, as specified in the Description of the Assignment table.

All other expenses will be reflected as lumpsum on the contract, and be paid upon consumption against an approved invoice.

1. At the end of the first month of the contract – upon submission of **completed SharePoint filing system** – the amount equivalent to the assigned 10 working days.
2. December 2024 - upon submission of **integrated package with IEC materials and messages** produced for cross-sectoral SBC interventions – the amount equivalent to the assigned 30 working days.
3. At the end of the con - upon submission/provision of
 - **6 case studies**
 - **5 internal documents** produced related to knowledge management
 - **3 SBC Updates** prepared and shared with UNICEF staff
 the amount equivalent to the assigned 107 working days

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.