

Request for proposals  
**Institutional Support Coordinator** on support to administrative  
service provision, for the EU-financed programme for support to  
the Ukrainian Decentralisation Reform:  
U-LEAD with Europe Programme

Location: Kyiv

*SKL International is looking for an Institutional Support Coordinator for implementation of Ukraine Local Empowerment, Accountability and Development Programme - U-LEAD with Europe, Support to improved administrative service delivery, Roll-out phase. The position shall be a consultancy contract for a period of minimum 22 months.*

*SKL International is looking for a self-motivated, highly organised and efficient team member who can ensure that knowledge and experience gained and developed for methodological support in the project are well managed, documented, systemised and presented in a user-friendly mode (in well-designed and reader-friendly manuals and other types of informational channels). The Institutional Support Coordinator will also be responsible for coordination of Peer Exchange between Programme participants.*

*The person should be experienced in working with content and copy writing, should be able to establish routines, to identify, document and spread best practises of the project. The Institutional Support Coordinator will work with limited supervision and must hence be able to take initiative, prioritise work tasks and work independently within the given field of responsibility.*

#### *About SKL International*

SKL International is a subsidiary to the Swedish Association of Local Authorities and Regions (SALAR), representing all 290 municipalities and 20 county councils in Sweden. We are a leading consultancy company supporting local democracy and good governance in developing and transition countries. Our expertise covers areas such as capacity building on municipal management and service delivery; local and regional development; decentralisation policies; support to local government associations; and European Integration. Geographically, SKL International's projects covers countries in Central and Eastern Europe as well as Africa and Asia.

#### *Description of the assignment context*

U-LEAD with Europe is a multi-donor action of the European Union and its Member States Denmark, Estonia, Germany, Poland and Sweden. The Programme aims at supporting the Decentralisation reform in Ukraine and contributes to the establishment of multilevel governance that is transparent, accountable and responsive to the needs of the population.

The Programme has two main objectives:

1. Enhancement of the capacities of key stakeholders at the national, regional and local levels to implement the regional policy and decentralisation reforms (GIZ). This

includes vertical and horizontal coordination and capacity development at all levels of government throughout Ukraine.

2. Empowerment of amalgamated communities to deliver high quality administrative services to their citizens aims at contributing to the ongoing decentralisation reform in Ukraine (Sida). For this purpose, Sida has subcontracted SKL International who worked in 26 pilot communities on establishing different types of ASCs (2017-2018). During the Roll-out phase (2018-2020) Sida is aiming at to support up to 600 Administrative Service Centres to improve the service provision for citizens of Ukraine.

During the Inception phase in 2017-2018, SKL International developed the so called “Support Package” which is a compilation of manuals for establishing an ASC from scratch. Some of the key documents and manuals are:

- How to establish an ASC from “scratch” (book format)
- Cross-cutting guidelines (gender and environmental guidelines)
- Recommendations regarding the physical aspects of establishing ASCs, including a brand book that presents images of the office layout, interior design and furniture for a convenient and functional ASC
- Tools for assessing ASC performance
- A training programme for ASC staff, including training manuals
- Manuals for awareness raising and citizen engagement

SKL International will remain the owner of these manuals also during the Roll-out Phase with a responsibility for updates and development of these manuals. The Institutional Support Coordinator will have the task to follow up how the manuals and modules materials are used by Programme participants, implementers and other stakeholders. Special attention will be brought to the cross-cutting issues of all activities: gender equality, sustainable development, transparency and security.

#### *Organisational set up*

The team in Ukraine will comprise of approximately thirty long-term consultants covering policy expertise, logistics support, methodological support, selection of Programme participants and preparation of terms of reference for establishment and modernisation of ASCs. Institutional Support Coordinator will work autonomously but should establish constant and efficient contact with all long-term consultants and the management unit in order to guarantee sustainable management of knowledge produced within the project. The Institutional Support Coordinator will have the possibility to engage short term consultants to work with updating the content of manuals.

The Institutional Support Coordinator will report to the team leader in Kiev and project management unit in Stockholm.

#### *The role of the Institutional Support Coordinator*

The Institutional Support manager will be responsible for coordination of two areas of activities: 1. Coordination of methodological support manuals and 2. Coordination of Peer Exchange activities among Programme participants (newly amalgamated communities and small cities). Main work tasks will be:

- To ensure efficient knowledge management in the project (identifying best practises, cross-unit knowledge analyses).
- To manage, review and update the manuals and materials within the Support Package on how to establish an ASC. This work includes identification of needs and relevant experts and coordination of efforts of senior and short-term experts.
- To ensure that the Support Package is accessible for all stakeholders and presented in a user-friendly format.
- To test the relevance of the Support Package to different legal, political and social-economic changes in Ukraine both in short-term and long-term perspective (monitoring the situation and projecting needs for near future) in cooperation with the projects policy unit.
- To coordinate work with short-term experts (checking invoices, quality control, deadline follow-up etc).
- To contribute to team discussions about the project and to project planning.
- To coordinate peer exchange activities between communities (identifying best examples and developing framework and content for experience sharing).

#### **Reporting**

- Ongoing reporting to the team leader and Stockholm office
- Contribute to monthly reporting to SKLI particularly on activities in Ukraine;
- Contribute to quarterly narrative reporting to Sida.

#### *Required Skills and Experience*

- Relevant academic degree, minimum Bachelor degree in relevant field;
- Minimum 3 years' experience of working with projects where final result was compiling manuals/reports/publications
- Experience in compiling manuals/reports/publications
- Experience of needs analysis and/or analysis of current situation;
- Understanding of the decentralisation reform process in Ukraine;
- Understanding of local self-governments' capacity, especially concerning provision of administrative service;
- Experience of coordination of activities and negotiations that involve multiple stakeholders, experts and organisations;
- Experience in setting up and following project planning, management and follow up;
- Excellent communication (written and oral), reporting and presentation skills; Excellent command of the MS Office applications and strong ability to use computers, the internet and social media;
- Fluency in English and Ukrainian.

#### *Other relevant skills and experience*

- Self-motivated and able to work effectively under limited direction supervision;
- Strong organisational skills, with the ability to manage multiple tasks at once, coordinate with a high number of people and activities, oversee details and make priorities independently;
- Sound judgement and ability to respond flexibly in a dynamic environment with limited time frames;

- Ability to work effectively in an international team and have a pro-active and collaborative attitude.

#### *Conditions & Logistics*

A consultancy contract will be signed between SKL International and the Institutional Support Coordinator which will outline the conditions for the position in detail. Please note this position is **not** an employment position, meaning that applicants must be established as consultants and will be liable to pay all relevant taxes and insurances.

A competitive consultancy fee will be offered to the successful candidate.

The contracting for this position will depend on final approval of the project by Sida.

#### *Evaluation of response & selection*

Interested applicants should send their proposal, comprising the following documents, to SKL International no later than **April 1, 2018**:

- a) A short explanation of the applicant's suitability for the assignment (maximum one A4-page)
- b) Up-to-date CV indicating relevant experience and qualifications
- c) A statement on when the applicant will be available to start the position and confirmation that the applicant will be available to work on the project full time until the end of phase one.

The Institutional Support Coordinator will be selected based on the following criteria:

- a) Specialist competence and suitability – based on the expert requirements described above
- b) A competitive consultancy fee for described position

This Request for Proposal is issued on **March 9, 2018**. Interviews with shortlisted applicants are expected to be held in person or via Skype in the period between **20 March and 10 April 2018**.

Proposals and questions should be sent by email to: [ulead@sklinternational.se](mailto:ulead@sklinternational.se)

#### *Diversity and equal opportunities*

SKL International embraces diversity and respects human rights in all areas of its work. Discrimination of any kind including on the basis of gender, religion, sexual orientation, ethnicity or culture is not accepted. Personnel shall respect equal rights of individuals and strive to create an atmosphere where people's differences are accepted and valued.

Persons engaged in SKL International's business activities shall be afforded equal rights and development opportunities. SKL International supports working arrangements that enable personnel to combine work with family commitments.