

TERMS OF REFERENCE FOR INDIVIDUAL CONSULTANT

TERMS OF REFERENCE (to be completed by Hiring Office)	
Hiring Office:	UNFPA ESARO, Johannesburg Evidence, Knowledge and Innovation Unit
Purpose of consultancy:	<p>Purpose</p> <p>The UNFPA East and Southern Africa Regional Office (ESARO) is seeking to recruit a consultant to conduct a Knowledge Management needs assessment and provide concrete recommendations for improving and systematizing knowledge flows within ESARO and between the 21 Country Offices in the East and Southern Africa Region.</p>
Scope of work: <i>(Description of services, activities, or outputs)</i>	<p>UNFPA ESARO works to achieve universal access to sexual and reproductive health, realise reproductive rights and reduce maternal mortality in 23 countries in East and Southern Africa. We work with governments and through partnerships with other United Nations agencies, civil society, regional economic communities and the private sector to ensure that the lives of young people and women are improved and that no one is left behind.</p> <p>Our Regional Office in Johannesburg, provides strategic support and technical expertise to colleagues in our 23 Country Offices and manages regional programmes..</p> <p>In order to more efficiently provide thought leadership and enable effective knowledge sharing on the critical issues of the ICPD agenda and relevant SDG targets, UNFPA ESARO is committed to improving Knowledge Management in the region.</p> <p>Knowledge Management was described as a foundation for development effectiveness and efficiency to deliver strategic results in the UNFPA Strategic Plan 2014-2017 Mid-term review. As a result, UNFPA is currently preparing its Global Knowledge Management (KM) Strategy 2016-2019.</p> <p>One of the core lessons highlighted in the draft Global KM Strategy 2016-2019 is that effective KM requires focusing on demand-driven approaches that seek to determine the knowledge needs of staff and meet them.</p> <p>In this spirit, UNFPA ESARO is seeking to recruit a consultant to conduct a KM needs assessment that would analyse knowledge gaps and opportunities, both in the regional and country offices. The consultant will be supervised by the Research and Evidence Specialist, under the overall guidance of the coordinator of the unit.</p> <p>Detailed activities include:</p> <ul style="list-style-type: none"> • Conduct a region-wide consultation process to identify 1) Knowledge needs and interests; 2) Success and failures of past knowledge management experiences; 4) Knowledge products to be disseminated; 5) Other UNFPA initiatives that the KM shall be linked with. • Set up a core group constituting of staff members based in ESARO who are interested in KM and engage with the group at various stages of the needs assessment; • Produce a needs assessment report that includes recommendations on strategic directions for the KM strategy.
Duration and working schedule:	<p>25 business days with possibility of extension based on need, performance, and budget availability.</p> <p>The preferred starting date is 17 October 2016.</p>
Place where services are to be delivered:	South Africa.
Delivery dates and how work will be delivered (e.g. electronic, hard copy etc.):	<ul style="list-style-type: none"> • Develop inception report specifying methodology (incl. tools and modalities for conducting the needs assessment in ESARO and 21 Country Offices, drawing on existing KM toolkits) and work plan – draft submitted by October 19th • Conduct a survey monkey, interviews and focus group discussions with key staff in the CO and the RO (at least 40 staff members interviewed from ESARO as well as Country Offices) – by Nov 11th • Write a report presenting and analyzing knowledge needs, interests and constraints and providing concrete recommendations to address the identified gaps and opportunities – by Nov 18th
Monitoring and progress control, including reporting requirements, periodicity format and deadline:	Timely reporting is required based on agreed deliverables and corresponding deadlines.
Supervisory arrangements:	The assignment will be supervised by the Research and Evidence Specialist, ESARO.
Expected travel:	No travel is expected. All interviews will be held remotely except for those to staff members based in ESARO.

<p>Required expertise, qualifications and competencies, including language requirements:</p>	<p><u>Required Qualifications and Experience:</u></p> <p><i>Education:</i></p> <ul style="list-style-type: none"> • Master's degree in public health, social development, knowledge management, information architecture, population and development or other related field. <p><i>Experience / Expertise:</i></p> <ul style="list-style-type: none"> • Professional experience in conducting complex organisational needs assessments; facilitating brainstorming sessions; • Strong analytical and synthetic skills; • Experience and knowledge of social development and/or health fields in the ESA region; • Professional work experience in designing knowledge management strategies for complex organizations and organisational development would be an asset; • Work experience for a UN or international organization would be an asset; <p><i>Skills</i></p> <ul style="list-style-type: none"> • Fluent in English. Knowledge of French and Portuguese would be an asset.
<p>Inputs / services to be provided by UNFPA or implementing partner (e.g support services, office space, equipment), if applicable:</p>	<p>UNFPA will provide office space if needed. The consultant will be required to arrange internet connectivity and telephone services during off-site work.</p>
<p>Other relevant information or special conditions, if any:</p>	<p><u>Payment:</u> Payment will be made upon delivery of satisfactory output in accordance with specified requirements.</p> <p><u>Application Procedures:</u> Qualified candidates are requested to apply as soon as possible (and before Friday 7th October by sending an email to jobs.esaro@unfpa.org with Subject "Application for KM needs assessment consultancy". The application should contain:</p> <ul style="list-style-type: none"> • A brief letter of motivation outlining suitability for this work, daily consultancy fees and detailed availability over the working period (maximum 2 pages); • Recent CV.
<p>Signature of Requesting Officer in Hiring Office:</p> <p>Date:</p>	