**Ministry of Digital Economy & Entrepreneurship**
**Terms of Reference**
**Youth Technology and Jobs Project**
**Project Management Unit**

# Job Opening: Operations Manager

### I.   About the Youth, Technology, and Jobs (YTJ) Project

The Government of Jordan (GoJ) will receive financing from the World Bank to implement the Youth, Technology, and Jobs (YTJ) project, which is expected to become effective in April 2020. The Ministry of Digital Economy & Entrepreneurship (MoDEE) is the implementing agency of the YTJ project, which aims to improve digitally enabled income opportunities and expand digitized government services in Jordan. The YTJ project will build an impetus for private sector-led growth of the digital economy and make interventions to address specific constraints in the supply and demand sides of the economy.  The project duration is five years.

The project components are:

**Component 1 – Support the supply of digital skills in Jordan**

- **Sub-component 1.1: Support private sector-led digital skills development.** Support the establishment of the National Skills Council for Information and Communication Technology (NSC-ICT), as an independent (financially and administratively) legal entity, with a majority private sector board membership and representation from key public sector stakeholders, and with the mandate to: (a) conduct demand and supply side assessments; (b) establish national occupational standards; (c) qualify training service providers; (d) select and contract training service providers; (e) create, accredit, and disseminate on-line training materials; (f) conduct national awareness activities; (g) engage in monitoring and evaluation; and (h) establish comprehensive customer relationship management (CRM) system for the beneficiaries. The activities of the NSC-ICT will be coordinated with and, when required by vocational training law and regulations, approved by the Vocational and Technical Skills Development Corporation.

- **Sub-component 1.2: Enhance digital skills competencies for public school students.** Introduce quality technology courses in public classrooms G7-12. The activities under this sub-component will aim to identify gaps in the existing information technology courses in schools, develop context-relevant technology learning assets, train teachers on the new courses and roll-out in a systematic way across public classrooms.

- **Sub-component 1.3:** Provide working spaces in underserved communities through Tech Hubs. Support upgrading and equipping three to five technology hubs (Tech Hubs) as "for fee" venues

for skilling programs, networking, and co-working spaces for trainers, entrepreneurs, freelancers, Civil Society Organizations (CSOs), and Business Process Outsourcing (BPO) businesses in nearby communities.

**Component 2 – Support the expansion of digital sector and digital government services in Jordan**
- **Sub-component 2.1: Support the expansion and access to market for digital firms[1] and digital platforms.** Provide incentive packages to support the growth plans of digital firms in underserved communities to help build and scale their activities and generate local job opportunities. Provide access to income opportunities in various tech and non-tech economic activities for individuals in the gig economy. The project will seek to increase the adoption of platforms by supporting CSOs in training individuals to access and offer their services on digital platforms and by conducting market outreach and awareness building, with a focus on underserved communities.

- **Sub-component 2.2: Support digital transformation of service delivery to citizens and businesses.** Support activities designed to improve access to and quality of selected e-government services.  In addition to improving quality and cost efficiency of service, the government's commitment to adopt a private sector-based delivery model for government e-services is expected to create business opportunities for local digital firms, which will provide an impetus for employment growth in the digital sector.

- **Sub-component 2.3: Support digitization of payments.** Support the government commitment to advance penetration of digital payments in Jordan supporting e-payments for all applicable government services, with a focus on front-end services.

**Component 3 - Project management & implementation support.** MoDEE will establish a Project Management Unit (PMU) at the MoDEE, which will include focal points for the Ministry of Labor and the Ministry of Education. The PMU (within MoDEE) will have the overall fiduciary responsibility for project implementation and ensuring activities are executed in accordance with the Project Operations Manual (POM).

The objective of these TOR is to identify and hire the **Operations Manager** of the project.

## II.        Responsibilities of the Operations Manager

The Operations Manager is tasked with the oversight and coordination of financial and administrative management, procurement, women's economic empowerment, social outreach, communication, monitoring and evaluation activities. The Operations Manager will be responsible for planning, managing and/or coordinating these activities following the POM. The Operations Manager will report to the PMU Director.

Specifically, The Operations Manager will be responsible for the following scope of work:

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[1] Digital firms in this context refers to technology or technology-enabled companies, organized or incorporated in Jordan, that work on the: (a) development of information technology products or services, and/or (b) provision of IT or IT-enabled business processes for third parties – also known as IT outsourcing and business process outsourcing.

- Oversee all operations and project activities including (a) fiscal activity and budgeting, (b) procurement management and implementation, (c) monitoring and managing/evaluating program activities, and (d) reporting on related fiduciary and technical aspects.
- Oversee all financial functions including accounting, reporting, budgeting, tax, treasury, etc. in accordance with the International Financial Reporting Standards (IFRS).
- Oversee the formal implementation of financial management internal policies, review and approve monthly bank reconciliations, review and approve the Interim Unaudited Financial Reports (IFRs), review and approve the annual audited financial statements, review and approve payments in accordance with the project internal procedures, and review and approve annual budgets.
- Oversee the implementation of the environment and social management plan and all related activities.
- Oversee the social outreach and communications activities.
- Oversee the women's economic empowerment related activities while ensuring that the implementation of project activities is gender sensitive and tackles the challenges women face.
- Oversee all monitoring and evaluation related activities as well as research and learning framework of the project.
- Perform day-to-day project management activities, including, but not limited to:
  - Developing, organizing and keeping project records;
  - Estimating the resources needed to achieve project goals;
  - Maintaining overall control of the scope, schedule, tasks and deliverables;
  - Maintaining effective communication with all project stakeholders;
  - Managing project expectations with team members and other stakeholders;
  - Identifying and managing project dependencies and critical path;
  - Proactively managing changes in project scope, identifying potential crises, and devising contingency plans;
  - Building and developing relationships with project stakeholders, vital to the success of the project;
  - Developing lessons learned, best practices and tools for project management;
  - Developing, delivering, and presenting periodic progress reports to project stakeholders; and
  - Assisting the PMU Director and beneficiary institutions with validation and sign-off of project deliverables.
- Plan and coordinate local consultations with multiple stakeholders on different sectors in close cooperation with PMU managers involved.
- Oversee the planning and coordination of press briefings, public or broadcast appearances, and other communications-related activities for the PMU.
- Report to the PMU director on a regular basis in accordance with the guidelines on reporting under the sections of financial management, safeguards (ESMF), procurement, and project Monitoring & Evaluation, and formulate policies and planning recommendations.
- Perform any other task requested by the PMU Director.

## III.      Eligibility and Minimum Qualifications

- Significant prior experience in relevant operations for a minimum of 8 years, including senior leadership and/or management positions for 3 years.
- Professional expertise in project governance, finance, management, and human resources practices.

- Good knowledge of procurement and financial management procedures of international financial institutions.
- Professional expertise in implementing monitoring and evaluation systems for development activities to measure the impact and to track performance of project beneficiaries.
- Familiarity with corporate communication and outreach instruments.
- Familiarity with environmental and social safeguard management practices.
- Personal qualities of integrity, credibility, and commitment to YTJ objectives
- Ability to handle multiple tasks, work under pressure, and within teams to achieve objectives.
- Strong critical thinking and problem-solving skills with ability to develop solutions for complex issues.
- Strong relationship management and communications skills.
- Excellent oral and written presentation skills in Arabic and English are required.
- Willingness to travel.
- Possession of PMP (Project Manager Professional) or Prince 2 – will be considered as an advantage.

## IV.     Education Requirements

University Degree in IT, Engineering, Business Administration, Accounting, or another relevant field.

## V.      Duration of Assignment

The contract period is for one year, renewable up to 5 years. The Operations Manager must diligently perform in a proper and efficient manner the duties set out within these TOR and any other task or responsibilities that may arise in relation to the proper management and delivery of the project.

## VI.     Application

Only the most qualified and suitable candidates will be invited to interviews. Interested eligible individuals may submit their **cover letter** and **resume** via email to wb.jobs@modee.gov.jo

**Please include the name of the position in the subject of the email.**

**Deadline:** Kindly Submit before 11:59 PM on 30 March 2020