

**INTER-AMERICAN DEVELOPMENT BANK
JAMAICA
“SKILLS DEVELOPMENT FOR GLOBAL SERVICES SECTOR IN JAMAICA”
JA-L1079**

Terms of Reference

Project Manager

I. BACKGROUND

A. The Bank

I.1 Established in 1959, the Inter-American Development Bank (“IDB” or “Bank”) is the main source of financing for economic, social, and institutional development in Latin America and the Caribbean. It provides loans, grants, guarantees, policy advice and technical assistance to the public and private sectors of its borrowing countries.

B. The Program

I.2 **The Government of Jamaica has requested the IDB the operation “Skills Development for Global Services” (JA-L1079).** The total amount of this loan is US\$15 million. The programme will support the Government of Jamaica (GoJ) to develop strategic economic sectors, such as Global Service Sector, through increasing the pipeline of talent and strengthening the investment ecosystem.

I.3 **Objectives.** The objective is to increase Jamaica’s exports through the expansion of the Global Services Sector. Specifically, it intends to: (i) provide the Sector with better skilled workers; and (ii) increase the Sector’s capacity to attract higher value-added investments. This operation proposes the following components:

I.4 **Component 1. Skills Development for the Global Services Sector and Strengthening of the Skills Development System.** The objective of this component is to improve the skills development system to provide the Sector with better skilled workers. First, it will finance activities that improve the system’s ability to guarantee relevance of training and second, it will finance activities that can help improve the quality of training. Even though the activities will be focused on addressing the skills needs of the GSS, it is expected that there will be positive spillovers into other economic sectors because of improvements in the skills development system.

I.5 **Component 2. Global Services Sector Ecosystem.** The objective of this component is to create a stronger enabling ecosystem for existing and future GSS firms. First, it will improve business processes governing the sector, as well as optimize the regulatory and incentives framework. Second, it will support the development of a value proposition for GSS, both for foreign and domestic firms, as well as the public. Third, it will increase support for small- and medium-sized enterprises (SMEs) in the GSS through the design of incubator spaces and the delivery of accelerator programmes. Lastly, it will create a digital management system which consolidates trade and business infrastructure of various organization.

I.6 **Execution.** The executing agency is JAMPRO which is the executing agency of the loan (JA-L1079). The sequence of the activities to be financed will be established by JAMPRO, which will communicate this to the Bank. The activities to be carried out will be consultancy services, specifically individual consultants.

I.7 The present Terms of Reference (ToR) correspond to the key deliveries for the HEART/NSTA Trust under the GSS Project.

II. Background

The **Project Manager– GSS** will be contracted to ensure that all key activities related to the GSS Project and in support of the Global Services Sector that the HEART/NSTA Trust is required to implement; are managed and implemented in the agreed timelines. This role will support the Acting Managing Director’s office. The Project is being executed out of JAMPRO through a Project Execution Unit (PEU). HEART/NSTA Trust is a beneficiary partner to the GSS Project and plays a key role in supporting the Skills Development Framework and Component 1 and provides inputs into Component 2 which focuses on the strengthening of the eco system and value proposition of Jamaica.

Scope of Work for the Consultancy

Under the direction of the Director, Strategic Partnership, Research, and Innovation the **Project Manager – GSS will** oversee the management and implementation of the Global Services Skills Project over a period of nineteen months (19) from May 2022 to November 2023 and any other activities necessary to accomplish the objectives of the project.

Critical Responsibilities of the Project Manager:

1. Monitor the Implementation of the Skills Registry of trainers to ensure that there is a pool of qualified trainers are to deliver an agreed standard and quality of training for the GSS programmes.
2. Manage Key stakeholders within HEART NSTA to ensure that HEART NSTA is delivering on the outputs implemented by the QA consultancy – that is, managing the integration of the outputs of the QA through the development of KPIs for the respective departments/divisions that are responsible for implementing the outputs QA (deliverable table- design KPIs to measure performance of HEART NSTA various depts regarding delivering on/implementing outputs QA mechanism).
3. Coordinate the training of the 24000 new entrants for the GSS. (Consultant will provide monthly report on the target. Report should demonstrate how consultant actively manages risks & constraints, monitor, persons trained who are employed, progress against overall target).
4. Manage how HEART NSTA is using strengthened psychometric tool to improve assessment of new entrants and trainees for the GSS.
5. Apprenticeship Programme – work with all departments affecting the apprenticeship to develop agile systems to fast-track responses.
6. Assist in providing input and lay out design for integration for GSS sustainable plan related to HEART deliverables

The Project Manager will have overall responsibility for the successful implementation of any activities or arrangements related to the GSS project. The additional responsibilities include but are not limited to:

- consult with and establishing solid working relationship with HEART/NSTA Trust internal shareholders and the GSS PEU, clients and key stakeholders to gain an understanding of the objectives, goals, and scope of the project.
- be the principal point of contact with stakeholders for the resolution of project issues relating to the GSS. Where necessary, also be responsible for escalating project issues to the stakeholders with relevant oversight
- manage the project portfolio and overseeing the day-to-day activities related to the management and implementation of the Project, including, inter alia, procurement, project

monitoring and evaluation, financial management, progress and financial reporting, and risk management

- the management of communication and ensuring stakeholders are aware of the project activities and progress.
- developing and maintaining project plans, taking responsibility for overall progress and use of resources and initiating corrective actions where necessary, advising the Director of any deviation from the plan, identifying, and managing risks; monitoring and evaluating performance under the project.
- advise the Director on issues that may impact the achievement of the project deliverables and perception of HEART/NSTA Trust in the Global Services Sector.
- on-going monitoring of the implementation of the project activities to minimize risk and delays
- make recommendations based on the review and the gaps identified, in order to ensure that the implementation partners (internal and external) revisit the issues and make adequate corrections or amendments to the implementation process

The Project Manager will liaise with institutions, Community Training Interventions, and other partners to ensure the respective targets are met:

- Conduct project review and create detailed reports
- Develop and implement evaluation framework and activities for project.
- Facilitate the development and implementation of effective and appropriate communication and visibility strategies which ensure adequate promotion of project activities
- Monitor and assess the project's performance using appropriate monitoring and evaluation tools.
- Coordinate the execution of the HEART Engagement Event with the GSS PEU & IDB
- Submit on behalf of HEART, quarterly reports to the GSS PEU.

III. REPORTING AND DELIVERABLES

The following deliverables are outlined below:

#	Deliverables	Expected Deliverables	Timeline	Review Period	ESTIMATED Payment Schedule
1.	Deliverable #1: Workplan & Execution of Sensitisation Session with HEART NSTA Internal team	Workplan which will include a detailed RACI diagram outlining all persons/departments in HEARTS NSTA that are responsible for key milestones related to GSS activities. After approval of workplan: Sensitisation session with HEART NSTA internal team to present the RACI document and to strengthen awareness of HEART team's role with respect to the GSS. Update to workplan & RACI	3 weeks after contract signing 6 regions over 2 weeks 1 week after session	2 weeks 1 week	5%

2.	<p>Deliverable #2 (for duration of the contract):</p> <p>Monthly status reports</p>	<p>Monthly status reports outlining progress against approved workplan including challenges and risks. Resolutions & issue log. Monthly reports must provide updates against the following and are due from Month #3 after contract execution:</p> <ol style="list-style-type: none"> 1. Use of Skills registry to a) build database of trainers by skills and sectors and b) number of trainers in database. 2. Status update on the QA mechanism consultancy including sensitisation of internal departments and implementation of recommendations from the consultancy. 3. Progress of training of 24,000 new entrants including percentage of entrants trained that have been contracted by the GSS. 4. Report on how the psychometric tool (current and strengthened when procured) is supporting new entrants to become a better “fit for hire” in the industry. 5. Analysis of level of support for the GSS Apprenticeship Programme by departments. Report should include level of responsiveness, performance against SLAs and challenges and risks. 	Submitted monthly (19 monthly reports for duration of contract)	1 week	57% (i.e. 3% per monthly report)
3.	<p>Deliverable #3:</p> <p>Draft Sustainability Plan</p>	Draft Sustainability Plan for HEART NSTA beyond GSS Project	2 months after execution of contract	2 weeks	7%
4.	<p>Deliverable #4:</p> <p>Final Sustainability Plan</p>	Final Sustainability Plan for HEART NSTA beyond GSS Project signed by Acting Managing Director, HEART NSTA	1 month after approval of draft sustainability plan	3 weeks	7%
5.	Deliverable 5	<p>Annual Reports (2)</p> <p>Outlining achievements against milestones. Recommendations.</p>	End of month 8 and month 19		4% i.e. 2% for each annual report

6.	Deliverable 6	Final Report including Lessons Learnt The Consultant shall document and analyse the lessons learned from this project within 15 business days of final product acceptance. Executive summary Stakeholder	15 days after final acceptance		20%
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Qualifications and Experience

Project Manager - QUALIFICATION AND EXPERIENCE

- ✓ Master's degree in Business Administration/ Project Management from a recognized tertiary institution, in addition to two (2) years' experience in Project Management
OR
- ✓ Bachelor's degree in Business Administration or related fields with at least three (3) years' experiences in Project Management
- ✓ Project Management Certification from an accredited project management institution
- ✓ Knowledge of TVET development and principles would be an asset
- ✓ Excellent analytical skills
- ✓ Experience in managing resource development projects

Project Manager - KEY REQUIREMENTS

- ✓ Good knowledge of results-based programme development and management
- ✓ Availability to undertake training and project assignment as required
- ✓ High adaptability and knowledge-sharing/learning capacity.
- ✓ High innovative thinking and ability to market new approaches
- ✓ Ability to work independently as well as with supervision
- ✓ Ability to conduct research, gather, reproduce, and present information as required
- ✓ Ability to build and manage effective teams, and to lead across multiple assignments
- ✓ Ability to demonstrate commitment to efficient and effective service delivery and client centered focus
- ✓ Must be able to document thoughts/information in a logical, sequential manner
- ✓ Must be quality-oriented and attentive to details
- ✓ Ability to express ideas clearly in writing
- ✓ Ability to promote and maintain enabling environments for open communication, creativity and innovation
- ✓ Previous experience in project management (would be an asset)
- ✓ Awareness of best practices in related field
- ✓ Interest and willingness to contribute to education and training towards nation building
- ✓ Knowledge of learning management systems would be an asset
- ✓ Strong time management skills
- ✓ Technologically savvy/computer literate

IV. DURATION OF CONSULTANCY

The Project Manager will be contracted for 19 months.

CHARACTERISTICS OF THE CONSULTANCY

A. Characteristics

The consultant will discharge its responsibilities under the following contractual arrangements:

- ✓ Contractual category: individual Consultancy
- ✓ Contract duration: Nineteen (19) months which will be financed by JA-L1079.
- ✓ Place of work: Kingston, Jamaica.

B. Payments and Conditions

Compensation will be determined in accordance with Bank's policies and procedures agreed upon with the GoJ (JAMPRO).

Consanguinity: Pursuant to applicable Bank policy, candidates with relatives (including the fourth degree of consanguinity and the second degree of affinity, including spouse) working for the Bank as staff members or Complementary Workforce contractual, will not be eligible to provide services for the Bank.

Diversity: The Bank is committed to diversity and inclusion and to providing equal opportunities to all candidates. We embrace diversity on the basis of gender, age, education, national origin, ethnic origin, race, disability, sexual orientation, religion, and HIV/AIDs status. We encourage women, Afro-descendants and persons of indigenous origins to apply.

V. SUPERVISION AND REPORTING

The consultant will report directly to the Director, Strategic Partnerships, Research, and Innovation at the HEART/NSTA Trust and will work closely with other key stakeholders.

The Project Manager will be responsible for all costs associated with

- visits to stakeholders to perform the activities
- accommodation
- logistic support including transportation services required to carry out the assignment.

All reports and studies produced under this assignment are the property of the HEART/NSTA Trust and JAMPRO and cannot be published, copied, or otherwise disseminated without prior written approval from the Executives of each organization

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