



National Recovery Program Bureau

Individual Consultant Time based (18 Months)

DIGITAL GOVERNMENT TRANSFORMATION PROJECT LEAD– Sint Maarten Digital Government Project

Background

Following the devastation caused by Hurricane Irma and Hurricane Maria in September 2017, the Government of Sint Maarten embarked on a large-scale recovery and reconstruction program, based on the principle of building back better.

Since January 2018, the World Bank has been assisting the Government of Sint Maarten. A significant part of Sint Maarten's ongoing recovery and reconstruction program is financed through a Trust Fund financed by the Netherlands, managed by the World Bank, and implemented by Sint Maarten. To support the implementation of the Trust Fund, the Government of Sint Maarten established the National Recovery Program Bureau (NRPB), which serves as the Project Implementation Unit (PIU) for the Government of Sint Maarten.

One of the projects financed through the Trust Fund is the Digital Government Transformation Project (DGTP), with the objectives of improving the efficiency, resiliency and accessibility of government services. A Project Lead is being sought to support the implementation of the DGTP. Activities under the project aim to integrate services around citizen and business needs, build common digital platforms across government, and create the enabling environment for broader digital transformation.

The NRPB has fiduciary responsibility for the project's overall implementation, notably financial management, procurement, contract management, monitoring & evaluation, and reporting. They work closely with a technical team from the Ministry of General Affairs called the Digital Leadership Team (DLT). The DLT formally leads the project on behalf of the Government of Sint Maarten and manages all technical aspects, including supervision and guidance of project consultants. The DLT also takes the lead in inter-ministerial communications and coordination, and promoting successful implementation of project components within the various government ministries that are stakeholders. The DLT is assisted in its technical supervision of the project by a management firm that was onboarded at the start of the project and retains a presence on island and remotely.

Role of the Project Lead

The Project Lead will serve as the responsible officer in the NRPB for the entire project cycle (design, implementation, monitoring, evaluation etc.). In this role, the Project Lead shall organize, coordinate and supervise all activities related to the Digital Government Project. He/she ensures that the project is delivered on time, on budget, and to the required quality standard. The Project Lead will act as a liaison between the internal NRPB team and external partners and stakeholders (e.g., project consultants and Government focal points) to ensure there is a comprehensive and up-to-date understanding of the status of individual project activities, as well as the project as whole. In

particular, this requires having a firm knowledge of internal procurement workflows and the NRPB/World Bank policies and practices that guide the preparation and implementation of project activities.

Key Duties and Responsibilities

The Project Lead's key duties involve ensuring effective and timely communication amongst all core stakeholders, monitoring project progress, and advocating for the DGTP needs within NRPB and among external stakeholders. They will lead and document status meetings, track progress against the project timeline, and identify any potential issues or challenges that might hinder success. They need to have a thorough understanding of the project master plan and the inter-dependencies among project activities, so that potential risks to project objectives can be anticipated and proactively addressed. With respect to contract management, they will act as a point of contact for external inquiries and ensure all deliverables comply with the terms and conditions of the contract and are acceptable to the DLT.

The Project Lead's main responsibilities will include:

Planning and Stakeholder engagement

- Assist in gathering and documenting stakeholder requirements on project activities (scope, objectives and design).
- Prepare execution plans, budgets and documentation. Coordinate with NRPB internal teams (procurement, finance, environment and social safeguards, etc.) to comply with requirements.
- Coordinate and support engagement activities as per the Stakeholder Engagement Plan (SEP).
- Establish solid professional working relationships with the NRPB and key stakeholders (Ministries and Departments, DLT members, consultants, World Bank etc.).

Activity development and contract award

- Facilitate information sharing and coordinate all technical project documents including Terms of Reference (TORs) and specifications with internal & external teams to be included in standard bidding documents.
- Coordinate quality reviews of package documents to assure completeness and fit for purpose.
- Coordinates with DLT, World Bank and consultant technical experts to facilitate the timely development, evaluation, and award of contracts.
- Chairs bid evaluation committees and supports selection process and contract award in close collaboration with NRPB procurement experts
- Facilitate timely updating by support staff of the procurement and contract management application used by NRPB and the World Bank.

Implementation and Monitoring & Evaluation

- Schedule and attend regular project status meetings with internal and external teams.
- Monitor and supervise project progress against timelines and project results framework, and facilitate collection of data by DLT to populate the results framework
- Represent the NRPB as the contracting officer's technical representative (COTR) and oversee contractor performance & quality of deliverables.

- Identify and escalate potential risks and roadblocks to NRPB Management and other stakeholders.
- Support the implementation of project communications plan as needed;
- Coordinate with NRPB internal teams to ensure compliance with the World Bank's safeguards policies and standards, including support of processing any project grievances.
- Coordinate between NRPB Procurement and the World Bank teams to ensure timely and accurate completion of procurement activities and disbursements.
- Track projects' performance, specifically to manage the budget and the successful completion of short- and long-term objectives.
- Prepare and disseminate project progress reports for management and stakeholders, including the semi-annual progress report to the World Bank and the Annual Work Plan
- Facilitate alignment of objectives between the DLT and the management firm that is contracted to assist the DLT.
- Proactively monitor and identify project risk factors and works with stakeholders to reduce, mitigate or eliminate project risk.
- Coordinates and monitors the quality assurance work of the management firm vis-à-vis the deliverables of other consultants engaged through the project.

Project completion and closure

- Make suggestions that may improve the implementation of the Digital Government Project.
- Advise on adjustments needed in the planning or project activities to meet deadlines.
- Maintain up-to-date project documentation and handover of deliverables.
- Facilitate knowledge transfer so that DLT capacity is built and sustained after the project completion
- Identify lessons learned and project impact as inputs into a formal project completion report, as per World Bank guidance

Overall responsibilities

- Follow-up on all signoffs and respond to all inquiries from project stakeholders in a timely manner.
- Liaise with the DLT on the coordination of World Bank Implementation Support Missions.
- Coordinate the review and finalization of Aide Memoires and Ad Hoc World Bank/Trust Fund reports and presentations as required.
- Ensure clear understanding of project goals and objectives across all stakeholders.
- Proactively identify and resolve conflicts or misunderstandings between project partners.
- Maintain all project related files in an organized and accessible way.

Duration of the Assignment and Performance

The start date of the contract will be August 2024 or soon thereafter. The contract's duration will be for 18 months, renewable thereafter on monthly basis. The successful candidate is expected to work full time and to reside on Sint Maarten for at least 70 percent of the time, except where situations demand travel outside the project area.

The success of the Project Lead will be judged by the Program Manager of the NRPB, based on the timely delivery of agreed upon deliverables within the contract.

Qualification requirements

Minimum Requirements

- At least a bachelor's degree in project management, business administration, or a related field.
- 5+ years' demonstrated experience in successfully managing and monitoring complex projects through all the stages of a project cycle.
- Proven experience in digital development and/or change management projects.
- Proven experience in managing communication and building relationships with diverse stakeholders.
- Excellent organizational and time management skills.
- Excellent attention to detail
- Advanced proficiency in written and spoken English

Preferred Experience

- Experience in ICT and Digital projects in the public sector is an advantage.
- Relevant experience in preparation of technical documentation, TORs and technical bidding specifications.
- Experience in contract management.
- Experience in working with the World Bank or other similar international organizations.
- Experience in project execution in an international environment is an advantage.
- Knowledge of the Sint Maarten context, culture and the functioning Government is a significant asset.
- Knowledge & experience of a range of project management techniques and tools, including relevant software (e.g. MS Project).

To ensure impartiality, the Consultant (including her/his home office, if any) must not in any way be affiliated with business entities that are currently providing or are seeking to provide goods or services to the project.

Strategic Competencies – brief description

NRPB as an organization is committed not only to WHAT we must achieve but also to HOW we are going to reach our objectives. Therefore, for this position we are looking for a profile that displays the following competencies:

Professional Acumen - Advanced Level

- Strong project management, time management and organizational skills with attention to detail.
- Ability to manage priorities and workflow with strong multi-tasking and problem-solving skills.
- Strong analytical skills; ability to analyze and enhance best practices, processes and procedures to improve efficiency and effectiveness of project-wide operations.
- Strong Risk Management skills



- Strong budget management skills

Looking at the bigger picture – Strategic outlook – Advanced Level

- Strategic thinking and strategic agility
- Creates strategic alignments between cross-functional teams: Finance, Safeguards, procurement, legal, HR
- Thinks critically and systematically about external trends and what they could mean for the organization

Leading myself and the others – Expert Level

- Acts as a positive role model contributing to the team spirit.
- Collaborates and supports the development of others.
- Calms self and others during stressful situations
- Acts as positive leadership role model, motivates, directs and inspires others to succeed, utilizing appropriate leadership styles

Respect for diversity - Advanced level

- Treats all individuals with respect.
- Responds sensitively to differences and encourages others to do the same.
- Understands subtle and complex diversity and inclusion issues as they relate specifically to marginalized groups
- Knows and applies best practices in diversity and inclusion, strategies, systems, policies, etc.

Successful Communication – Advanced level

- Strong verbal and written communication skills
- Strong presentation skills
- Communication indicates a consideration for the feelings and needs of others.
- Actively listens and proactively shares knowledge.
- Handles conflict effectively, by overcoming differences of opinion and finding common ground.

Relationship Building. Consultation and Collaboration – Advanced level

- Demonstrates understanding of the impact of own role on all stakeholders and always puts the end beneficiary first.
- Builds and maintains strong external relationships and is a competent partner for others
- Strong negotiation skills
- Strong leadership skills
- Strong coaching skills

Courage and Integrity – Advanced level

- Strong personal, professional and behavioral integrity
- Upholds organizational and ethical norms.
- Maintains high standards of trustworthiness
- Displays personal and professional courage



How to Apply?

Interested consultants can send their CV by email ONLY to the email address stated below. In the subject line, clearly state the position in the title of this ToR.

Before you proceed to apply, please consider the following requirements:

- Upon selection for an interview, applicants will be requested to produce evidence of the educational and professional qualifications pertaining to the minimum requirements. References may be asked for.
- Applicants may also be subject to satisfactory background checks.

Applicants should ensure that their CV is received by **Friday, 26 July, 2024, at 17:00 AST**. Any CV coming in after this date and time may not be considered.

National Recovery Program Bureau

jobopportunity@nrpbasm.org

The CV should clearly show the relevant experience and competencies outlined in the terms of reference above.