

Government of Sint Maarten
National Recovery Program Bureau
Digital Government Transformation Project (DGTP)
Terms of Reference
for
Individual Consultant (12 months)
Project Assistant, Digital Leadership Team

Background

The Government of Sint Maarten (GOSM) envisions a future in which public services are tailored to citizen needs, delivered more efficiently, and foster openness and transparency in interactions with the state. To achieve becoming a digital leader, the GOSM established a Digital Leadership Team (DLT) within the Ministry of General Affairs to lead and facilitate the digital transformation of the public administration. The DLT reports directly to a Project Oversight Committee, chaired by the Prime Minister, and comprised of two Ministers and two Secretary Generals.

The DLT is responsible for coordinating and managing the digital transformation process, facilitating inter-ministerial coordination, and implementing digital initiatives across the seven ministries of Government. Core technical responsibilities include the adoption of digital technologies, effective coordination of departmental information system development and implementation. The DLT supports the development of key policies and regulations and inter-agency coordination to enable consensus building. It determines if technical committees are required for policy formulation and convene such committees as necessary (i.e., for cybersecurity, data privacy, service delivery, payments, digital Identity, interoperability).

The DLT is also responsible for promoting change management practices and stakeholder engagement, developing effective programs for digital Government skills development, knowledge exchange and awareness-raising. To support the achievement of these objectives, the Sint Maarten Digital Government Transformation Project was approved under the Sint Maarten Recovery, Reconstruction and Resilience Trust Fund, which is administered by the World Bank. The DLT is responsible for overseeing and guiding the implementation of this Project in alignment with the Government's overall objectives for digital transformation.

Objective

The Digital Leadership Team is seeking to engage a consultant to fulfill the role of Project Assistant to the Digital Leadership Team and, by extension, the Digital Government Transformation Project.

Role of the Project Assistant, Digital Leadership Team

The Project Assistant, Digital Leadership Team (hereinafter referred to as "Project Assistant" or "The Consultant") will provide operational, day-to-day support to the DLT team. The Consultant

will work under the direction and supervision of the DLT Project Manager.

Duration and contracting arrangements

The start date of the contract will be February 2024 or soon thereafter. The contract duration is 12 months. The successful candidate is expected to work full-time in Sint Maarten, except when situations demand travel outside of the project area. Based on the needs of the project, as well as on the Consultant's performance, the parties could agree on an extension of the contract.

Based on performance, the contract may be renewed annually for the duration of the project. The Project Assistant will report to the DLT Project Manager, while also coordinating as needed with the NRPB Program Manager.

Key Duties and Responsibilities

Under the direction of the DLT Project Manager, the Project Assistant will perform tasks including but not limited to:

- Under the leadership of the DLT Project Manager, proactively provide administrative support to the project's day-to-day activities, including coordination with technical experts that are contracted through the project.
- Work closely with the NRPB to prepare and distribute the Project's Annual Work Plan and Progress Reports.
- Ensure close collaboration between the DLT, NRPB, and the World Bank for all project activities.
- Arrange project meetings, record notes during all meetings, distribute and follow-up on agreed next steps.
- Follow up on project correspondence and communication sent out by the DLT Project Manager or other DLT members.
- Collect, register, and maintain information on project activities in an organized manner on DGTP's SharePoint site.
- Assist the Management Firm in organizing meetings with stakeholders and following up on requested documents as needed.
- Follow up on meeting requests to confirm participants' attendance at meetings and awareness of the meeting agenda.
- Assist in logistical organization of meetings, trainings, World Bank Missions and workshops including booking of rooms, setting up of projectors and ICT equipment, recording attendees, distribution of meeting material, etc.
- Support the project team to collect data through surveys, questionnaires, etc.
- Assist in the implementation of the project's communications plan by liaising with key government stakeholders, notably the Department of Communications.
- Prepare presentations and reports.
- Assist in the organization of stakeholder events.

- Maintain calendars and appointments for Project events
- Other tasks as assigned by the DLT Project Manager or NRPB Program Manager.

Minimum Qualifications

- A post-high school qualification (diploma or equivalent) and at least three years of administrative support experience.
- Excellent computer skills; in particular, competence in core MS Office Suite applications.
- Excellent command of both written and spoken English.
- Team player and ability to multitask.
- Ability to manage communications and schedules.
- Experience in arranging meetings and workshops and coordinating the work of event planners and service providers.
- Basic knowledge of the Dutch language will be an asset.

Preferred Experience

- Experience in Sint Maarten or Caribbean Region in similar work would be an added advantage.
- Knowledge of Sint Maarten Government is an advantage.
- Experience in project management.
- Experience in the public sector and working with donor-funded projects.
- Knowledge of World Bank regulations.
- Experience in stakeholder consultation.

General Competencies

- Sound knowledge of administration.
- Excellent interpersonal and influencing skills, across the whole project irrespective of seniority, organizational, or contractual boundaries.
- Strong verbal and written communication and organizational skills.
- Communicates with impact as well as with empathy.
- Remains calm when dealing with conflicts; shows empathy.
- Demonstrated ability to work in teams within a collaborative mode; develop and maintain effective work relationships with counterparts.
- Ability to manage priorities and workflow within deadlines and work efficiently under pressure.

- Ability to apply problem-solving methodologies and tools to diagnose and solve operational and interpersonal problems.
- Determines the potential causes of the problem and works on certain scenarios.
- Aligns current work and activities with the Government's strategic goals.
- Maintains general knowledge of ethics, laws, regulations, standards that may impact the organization.
- Intermediate level of proficiency in Microsoft Office, including PowerPoint and Outlook with strong emphasis on Excel, Word, SharePoint, and Teams.

How to Apply?

Interested consultants can send their CV in English by e-mail ONLY to jobopportunity@nrpbxm.org.

In the subject line, please state, "Project Assistant DLT ". The CV should clearly present relevant experience to meet minimum requirements and preferred requirements, as outlined in this terms of reference.

Applicants should ensure that their CV is received before January 6, 2025, at 17h00 AST. Any CVs received after this deadline may not be considered.

When applying, 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.