

Government of Sint Maarten
National Recovery Program Bureau
Digital Government Transformation Project (DGTP)
Terms of Reference
for
Individual Consultant (12 months)
Project Officer, 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 is creating a Digital Leadership Team (DLT) within the Ministry of General Affairs to lead and facilitate the digital transformation of the public administration. It will report directly to an Oversight Committee, chaired by the Prime Minister, and comprised of two Ministers and two Secretary Generals.

The DLT will coordinate and manage the process of digital transformation, 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 will support development of key policies and regulations and inter-agency coordination to enable consensus building. It will determine 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 will also be 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 (US \$12 million) was recently approved under the Sint Maarten Recovery, Reconstruction and Resilience Trust Fund, which is administered by the World Bank. The DLT will be responsible for overseeing and guiding the implementation of this Project in alignment with the Government's overall objectives for digital transformation.

The Beneficiary of this project: Government of Sint Maarten through Digital Leadership Team.

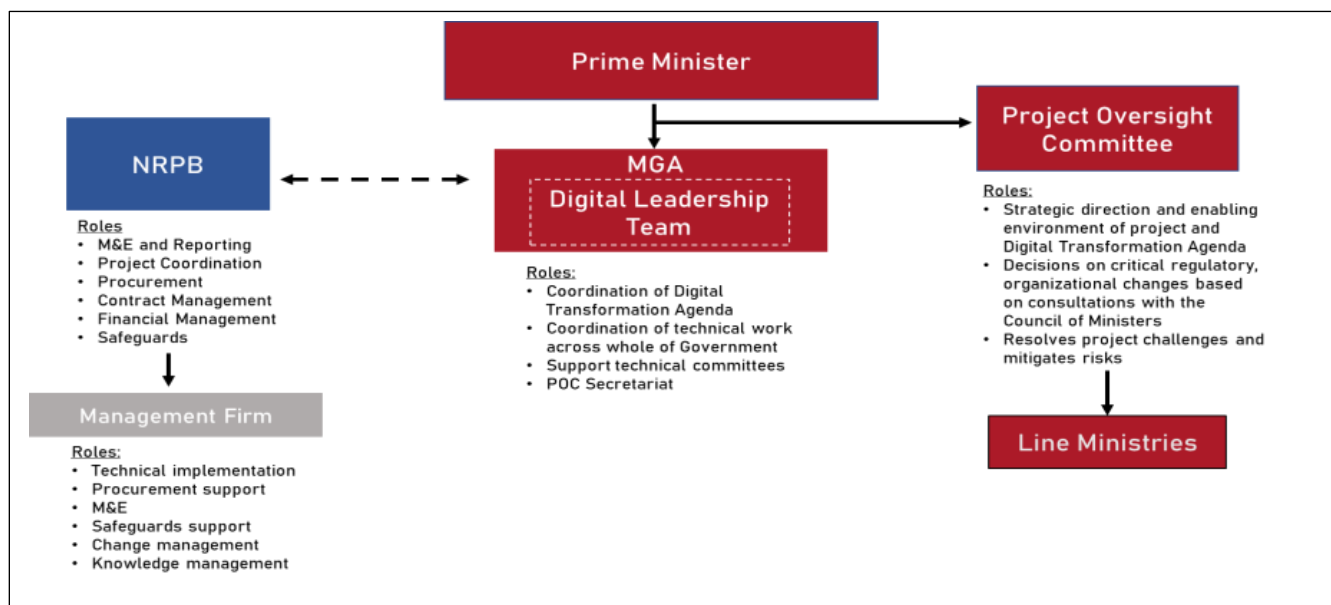
The Contracting entity: National Recovery Program Bureau (NRPB).

Institutional Arrangements

The DLT will seek to establish networks and arrangements of coordination across all Ministries and with key partners. It will also work in close coordination with the National Recovery Program Bureau (NRPB) and a Management Firm to execute the Project. The NRPB will be responsible for reporting on the project

status, monitoring and evaluation, financial management, contracts management, safeguards oversight, and procurement in line with World Bank rules. The Management Firm will be engaged to maintain a twinning work relationship with the DLT to ensure that the capacity of the Team's personnel is adequately built to sustain the digital transformation agenda beyond the life of the Project. It is expected that the engagement of the management firm will be reduced as capacity is transferred to local counterparts.

Figure 1: Digital Government Transformation Project Institutional Arrangements



Objective

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

Role of the Project Officer, Digital Leadership Team

The role of the Project Officer is to support the DLT Project Manager and DLT by coordinating and overseeing the day-to-day operational aspects of the project, ensuring activities are completed on schedule and within scope. The Project Officer will directly influence the project's success through strategic planning, stakeholder engagement, and meticulous documentation. The role includes coordination of activities, monitoring and reporting on project progress, and ensuring efficient execution of the workplan. The consultant will be required to provide regular updates to the DLT and NRPB. The consultant is expected to spend 80% of the time supporting the DLT, and the remaining 20% for supporting the NRPB.

Duration and contracting arrangements

The start date of the contract will be June 2025 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 to an extension of the contract.

Based on performance, the contract may be renewed annually for the duration of the project. The Project Officer receives taskings from the DLT Project Manager and DLT Work Steam Managers, and reports to the DGTP Project Lead from the NRPB.

Key Duties and Responsibilities

Under the direction of the DLT Project Manager and DLT Work Steam Managers, the Project Officer will perform tasks including but not limited to:

1. Project Planning and Coordination:

- Assist in developing and updating project plans, schedules, and documentation.
- Facilitate and document (project) meetings, ensuring actionable items are clearly recorded and followed upon.
- Oversee the distribution and coordination of project communications and documentation.

2. Monitoring and Reporting:

- Monitor project timelines and deliverables, reporting any delays or issues to the Project Manager.
- Prepare regular progress reports and presentations for review by the Project Management team and stakeholders.
- Provide input for management reports as required (Monthly, Quarterly, Yearly reporting).
- Contribute to the preparation and distribution of progress reports.
- Assist in the preparation of the Annual Work Plan and Budget, ensuring alignment with project objectives.
- Maintain a proper record on approved project budgets and their revision.

3. Administrative Support:

- Manage project documentation and ensure all project information is appropriately documented and secured.

- Maintain a database of all project contacts and distribute communications to team members and stakeholders.
- Take notes during the meetings and follow-up on agreed next steps
- Follow up on project correspondence and communication sent out by the DLT Project Manager.
- Assist the Management Firm to organize all DLT existing electronic files and folders.
- Assist the NRPB to file and organize all DGTP electronic files and folders.
- Follow up on meeting requests sent out by the DLT Project Manager to confirm participants' attendance of meetings.
- Handle the logistical aspects of project management and project activities, including stakeholder meetings and field visits.
- Collect, register, and maintain information on project activities in an organized manner on DGTP's SharePoint site.
- Assist in the preparation of payments requests.
- Assist the NRPB Monitoring and Evaluation (M&E) Officer with M&E activities

4. Stakeholder Engagement:

- Liaise with internal and external stakeholders in order to meet project deadlines.
- Support the organization and facilitation of stakeholder meetings and workshops ensuring diverse views are considered in project decision-making.
- Assist with the update the Stakeholder Engagement Plan to enhance collaborative relationships.
- Assist in the implementation of the Stakeholder Engagement Plan to ensure effective communication and involvement of all stakeholders.
- Assist in the implementation of the project's communications plan.
- Assist in logistical organization of meetings, training, World Bank Missions and workshops including booking of rooms, setting up of projectors and ICT equipment, recording attendees, establishing protocol lists, distribution of meeting material, etc.

5. Compliance and Quality Control:

- Assist in ensuring that project activities comply with organizational standards and government regulations.

- Identify and support implementation issues that may arise under assigned contracts. Specific attention is to be given to timeliness, compliance, and adherence to contract conditions, to the deliverables/requests etc.

Minimum Qualifications

- Minimum of a bachelor's degree in project management, Business Administration, or a related field.
- Between 3-5 years of relevant experience, including managing project aspects like timelines, budgets, stakeholder engagement and communications.
- 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.

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 is an advantage.
- Experience in stakeholder consultation.
- Basic knowledge of the Dutch language will be an asset.

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 - Intermediate Level

- Apply problem-solving methodologies and tools to diagnose and solve operational and interpersonal problems.
- Strong time management skills.
- Manages priorities and workflows.
- Sees opportunities and takes the initiative to act on them.
- Understands that responsible use of resources maximizes our impact on our beneficiaries.
- Open to change and flexibility in a fast-paced environment.

Looking at the bigger picture – Strategic outlook – Intermediate Level

- Analyses data in order to make recommendations in their area of expertise.
- Has the ability to apply principles of finance, marketing, technology, safeguards, legal, HR, and policy building into day-to-day activities.

Leading myself and others – Intermediate Level

- Shares own knowledge and best practices with others for the purpose of assisting in their ongoing development.

Respect for diversity - Intermediate level

- Treats all individuals with respect.
- Responds sensitively to differences and encourages others to do the same.
- Shows flexibility in changing the styles when faced with multiple dimensions of culture to be effective across cultural contexts.

- Understands multiple cultural frameworks, values, and norms.

Successful Communication – Intermediate level

- Explain issues clearly and succinctly.
- Writes clearly and succinctly in standard communication settings.
- Develops a logical structure and presents ideas in a logical sequence.
- Remains calm when dealing with conflicts.

Relationship Building, Consultation and Collaboration – Intermediate level

- Establishes and maintains relationships and alliances.
- Shares information and readily determines whom to go to for relevant information.
- Seeks assistance and feedback in the problem-solving process.
- Discusses problems with team members that could impact results.

Courage and Integrity – Intermediate level

- Maintains general knowledge of ethics, laws, regulations, standards that may impact the organization.
- Enforces policies consistently.
- Exhibits a commitment to integrity and ethics.
- Seeks feedback from others to guide decisions and actions in personal and professional situations.

How to Apply

Interested parties should send their CV (in English) by e-mail ONLY to jobopportunity@nrpbxml.org.

In the subject line clearly state: **Project Officer – Digital Leadership Team**

Applicants should ensure that their CV is received before **Wednesday June 18th 2025 2300 (AST)**

Any CV coming in after this date and time will not be considered.

The CV should clearly present relevant experience to meet minimum requirements, preferred experience, and general competences as outlined in this term of reference.

Candidates should be prepared to attend at least one interview virtually or in person.