

TERMS OF REFERENCE – PROGRAMME MANAGER

1.0 BACKGROUND

- 1.01. As part of the Regional Development Plan for the Services Sector, the Caribbean Community (CARICOM) Secretariat in collaboration with the governments of the fifteen Member States of CARICOM, decided that the establishment of Coalitions of Services Industries in respective Member States was necessary to facilitate the strengthening of the services component of the Private Sector. It was also decided by COTED that a regional support network was necessary to foster harmonized development of the national coalitions and effectiveness in delivering their mandate.
- 1.02. The Caribbean Network of Service Coalitions (CNSC) was therefore established as an informal network of independent national coalitions of service industries, operating in the Caribbean region, to lead the advocacy and establishment of strategic alliances in support of the drive by the national coalitions in development of the region's services sectors.
- 1.03. The CNSC is currently comprised of eleven members (Antigua & Barbuda, Barbados, Belize, Dominica, Dominican Republic, Grenada, Guyana, Jamaica, Saint Lucia, St. Vincent & the Grenadines, Trinidad & Tobago, and Suriname).
- 1.04. The CNSC supports collaboration among the region's service organizations in an effort to raise awareness on services issues including; advocacy efforts, generate support at national and regional levels for the services sector and to share best practices. Ultimately, the network's interest is in the development of the region's services industries and ensuring that this integration includes the necessary feedback and input of the services sector.

1.05. The specific objectives of the CNSC are as follows:

- a. To raise awareness of the importance of the services sector at national/regional level;
- b. To develop export promotion programmes;
- c. To lobby for the development of the sector;
- d. To support institutional strengthening for the services sector (associations and coalitions).

Current Situation in the Sector

1.06. Caribbean Export Development Agency in collaboration with implementing partners, the CARICOM Secretariat and the Ministry of Industry and Commerce of the Dominican Republic (DICOEX), have commenced the implementation of the 10th EDF Services Sector Component. The programme endeavours to support the beneficial integration of the CARIFORUM states into the world economy, in particular through increasing CARIFORUM trade in services. The Services Component will achieve these objectives through three (3) main programme components. Responsibility for the implementation is divided amongst and in some cases shared by the implementing partners.

1.07. These components are:

- a. The development of policies and regulatory regimes to support the CARIFORUM services sector (CARICOM Secretariat and DICOEX);
- b. Develop the capacity of national and regional services support organizations (Caribbean Export);
- c. Collection and dissemination of data/statistics for planning and marketing analyses for the CARIFORUM Services Sector (Caribbean Export, CARICOM Secretariat, DICOEX).

1.08. CNSC is a Network Organisation and does not have staff or a headquarters. CNSC has recently finalized its Strategic Plan (2016 to 2018). The Strategic Plan is based on Results Based Management principles with clear objectives and a strong monitoring and evaluation framework. The implementation of the Strategic Plan will be overseen by the Executive Board of CNSC mainly through its Chair or another designated officer. CNSC is now seeking a strong project manager to support the Chair and the Executive Board in ensuring that the Strategic Plan and the related Annual Business Plans are implemented efficiently.

2.0 OBJECTIVE

2.01. The objective of this assignment is to manage the implementation of the CNSC 2016 work programme, including keeping records of the results of the programme.

3.0 SCOPE OF WORK

3.01. The scope of work is understood to cover all the activities necessary to accomplish the stated objectives, whether or not a specific activity is cited in these terms of reference. The main tasks/activities are as follows:

- a. Conduct a meeting with the Executive of CNSC to clarify the objectives of the assignment and to identify materials and other resources needed for effective execution.
- b. Review all relevant documents, including but not limited to the CNSC Strategic Plan, the current business plan and terms of reference for any consultancies which will take place during the assignment of the Project Manager.
- c. Prepare a detailed work programme for the implementation of the assignment.
- d. Ensure that communication channels amongst all stakeholders are maintained
- e. Provide support to national CSIs for the implementation of their national projects under the CNSC work programme, specifically but not limited to:
 - i. Assist in the preparation of project plans;
 - ii. Assist in the management of consultants' output;
 - iii. Review project status reports and provide appropriate support; and
 - iv. Respond to requests from CSIs for support.
- f. Prepare and submit for approval monthly status reports, not later than the 5th of the next month, detailing the progress in execution of the implementation plan. Each monthly status report will contain the following:
 - i. The results achieved in the reporting month;
 - ii. Problems encountered and remedial steps undertaken;
 - iii. Projected results for the ensuing month;
 - iv. Anticipated challenges and proposed solutions;
- g. Propose, for approval, any changes in the work programme

4.0 DURATION

4.01 The proposed duration of the assignment is ten months.

5.0 DELIVERABLES AND REPORTING

- 5.01. The Consultant shall have the following deliverables:
- a. An Inception Report at the end of the first month of the assignment. The Inception Report will contain a detailed implementation plan for executing the Strategic Plan and Annual Business Plan.
 - b. Monthly status reports, not later than the 5th of the next month, detailing the process in execution of the implementation plan in the previous month. Each monthly status report will contain the following:
 - i. The results achieved in the reporting month;
 - ii. Problems encountered and remedial steps undertaken;
 - iii. Projected results for the ensuing month;
 - iv. Anticipated challenges and proposed solutions;
 - v. Propose, for approval, any changes in the work programme.
 - c. Closeout reports on any completed projects within one month of completion. Closeout reports shall include:
 - i. The background to the project;
 - ii. The stated results that had been identified for the project;
 - iii. The results achieved from the project, including:
 1. Identification of beneficiaries, broken down (as appropriate by country, gender, services sector and beneficiaries under thirty-five years old)
 2. Benefits derived
 3. Expenditure analysis
 - iv. The knowledge that should be harvested from the project and its application to institutional learning
 - v. Problems encountered and actions taken to address them
 - vi. Any recommendations for future projects
 - d. Annual internal evaluation report.

6.0 QUALIFICATIONS AND EXPERIENCE

- 6.01. The desired consultant should have the following minimum qualifications:
- a. A first degree in Business management, public administration or another relevant discipline.
 - b. At least five years experience in a senior management position

- 6.02. The following qualifications, experience and attributes will be an asset:
- a. Knowledge about the services sector in the Caribbean Region
 - b. Knowledge about CARIFORUM
 - c. Training and experience in project management
 - d. Ability to work independently
 - e. A good network of professional contacts across the Caribbean.

7.0 LOGISTICS AND TIMING

7.01 Location

Saint Lucia

Office accommodation

Office accommodation and any other support facilities required for the execution of the project will be provided by the Saint Lucia Coalition of Services (SLCSI).

Commencement date & Period of execution

The intended commencement date is February 29, 2016.

Deadline for receiving applications is February 19, 2016. Please submit via email at yvonne.agard@slcsi.org.lc