National Committee for Sub-National Democratic Development Secretariat (NCDDS)
Integration of Social Accountability into National and Sub-National Systems Project

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Terms of Reference

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Position: **M&E and Information Technology Assistant (MEITA)**
Duty Station: NCDD Secretariat, Phnom Penh, Cambodia
Duration: 10 months with possibility to extend up on fund available.
Basis: Individual consultancy contract (Long Term)

1. BACKGROUND

❖ *National Program on Sub-National Democratic Development*

The Royal Government of Cambodia has committed to improve Sub-National Democratic Development (SNDD). The National Committee for Sub-National Democratic Development (NCDD) was established by Royal Decree to undertake the Organic Law and Decentralization and Deconcentration reform through Democratic Development. To implement these legal documents, NCDD developed the first 10-year National Program (National Program phase I) which is divided in 3 phases, or platforms. The first 4-Year Implementation Plan (IP3) of the NP, which ran from 2011-14, focused on developing Sub-National Administration (SNA) operational systems and procedures. The second phase (the IP3-II), which covers the period 2015-2017, aims to apply the new structures, systems and procedures developed during the first and second phase to improve SNA service delivery and governance. The third (the IP3-III), which covers the period 2018-2020 focuses on key priorities wish to achieve in the final phase of the NP and includes the continuing to strengthen the transfer of functions and to increase financial resource to SNAs. The National Program phase II (2021-2030) is approved and launched to continue strengthening the Decentralization and Deconcentration reform. NP-2 will be implemented in two five-year phases, known as IP5-I and IP5-II. The first implementation plan covers a period of five years from 2021-2025 (IP5-I) and the second implementation will cover the next five years from 2026-2030 (IP5-II).

❖ *Social Accountability*

Social accountability is an essential component for enhancing SNA service delivery and governance. Therefore, the Social Accountability Strategic Plan was approved by NCDD on July 11, 2013 and Frameworks for Implementation of the Social Accountability Strategic Plan have been developed and approved twice which are ISAF-I (2016-2018) and ISAF-II (2019-2023). The Strategic Plan and its frameworks have been implemented through the cooperation between the NCDDS, development partners and civil society organizations in order to enhance the constructive engagement between citizens and government as an integral element of governance arrangements through which public decision-making and action takes place. It includes all those activities in which citizens and their representatives can advocate for their interests (voice) and thereby check the performance of officials and service providers (accountability) as they make, implement and enforce public decisions (collective choices) relating to rights, regulations, investment/resources and service delivery.

The ISAF represents an integral component of the NP-SNDD; and for the second phase of ISAF, a project is developed and named as Integration of Social Accountability into National and Sub-National Systems. The both phases of ISAF specify activities to be undertaken by the demand side – led by civil society organizations and the supply side-by government entities at national and sub-national level.

❖ *NCDDS Structure*

The NCDD Secretariat, responsible for supporting and coordinating the National Program for Sub-National Democratic Development (NP-SNDD) and the implementation plans, is comprised of four divisions as follows: The Policy and Analysis Division; the Program Management and Support Division; the Monitoring and Evaluation and Information Division; and the Finance and Administration Division. The responsibility for management of the ISAF has been mainly assigned to the Monitoring and Evaluation and Information Division (MEID).

❖ *ISAF M&E Database System*

ISAF Phase I, the ISAF system (ISAF M&E Database System) was developed as the database system which has been a common usage for both demand side and supply side to monitor the ISAF implementation through Post-On base on the performance of each service providers. The system has both web-application and mobile application that could access by online. According to the updated ISAF's performance standard indicators and some updated requirements and to achievement the ISAF Phase II, there is a need to recruit an M&E and Information Technology Assistant to provide technical supports, upgrade and maintain the ISAF system and M&E.

2. ROLES AND RESPONSIBILITEIS

Post Supervision

The M&E and Information Technology Assistant will work under the overall supervision of the Head of the NCDDS, and direct supervision of ISAF Project Manager and Coordinator. The position will work closely with the M&E and IT office under the MEID and other ISAF consultants, and will liaise with the officials as well as other assistants and contract staff of the NCDDS Divisions, SNA and relevant civil society as appropriate. The M&E and Information Technology Assistant will be subject to probation period (3 months after commencement) and annual performance evaluation processes as established by the NCDDS.

Main duties

The M&E and Information Technology Assistant will support the M&E and IT Office through technical assistant with the design and rollout of a web-enabled district level Management Information System (MIS) and integrating social accountability into this larger design. Working closely with NCDDS staffs and advisers, SNAs and CSOs, and as part of a coherent software development. The primary responsibility of the M&E and Information Technology Assistant as follows:

a) Based on the NCDDS MIS strategy and NCDD databases, ISAF document, field experiences with the current social accountability databases, as well as the needs of all stakeholders, the M&E and ITC Assistant will assist to develop and upgrade the system requirements and a strategy for the web application to ensure these requirements become a shared vision (are agreed upon) between NCDDS, SNAs, and civil society;

b) Support IT office to design simple, effective and consistent web-enabled software to generate I4Cs and to monitor social accountability activities; this software will meet all the requirements specified in the document;

c) Assist in monitoring and updating the M&E indicator framework through coordinate and facilitate data collection with the SNAs.

d) Assist in developing training materials and facilitate training to SNAs concerning with M&E and database to support the rollout of the system; provide technical assistance to ensure all stakeholders are able to fully use the database;

e) Maintain and further develop the structure or format of the database as required,

incorporating ideas and amendments from the implementing NGO Partners, NCDDS and other stakeholders;

f) Maintain and backup database's system every day; and support other work of the IT office in terms of system integration;

g) Follow up and monitor the data entry of sub-national administrations, and regularly report progress and undertake administrative responsibilities as needed and;

h) Assistant ITC Perform other duties assigned by the ISAF Management.

3. REPORTING

The M&E and Information Technology Assistant will work under the direct supervision of the project managements and expected to prepare monthly reports on their own activities to the project manager, substantive reports on progress and constraints of software development and provide ISAF data for inclusion to NCDDS progress report, and other reports as requested by project managements.

4. QUALIFICATIONS

The M&E and Information Technology Assistant is expected to have the following qualifications:

Education/Experience:

- University degree or higher in MIS/software development;
- Extensive experiences 2 years in developing software in a language and environment consistent with NCDDS software and Social Accountability, and M&E.
  - o Basic knowledge of MS SQL Server 2014+ and Windows Server Environment;
  - o Basic knowledge of HTML, JavaScript, CSS, jQuery, Bootstrap, Angular JS or React would be an advantage;
- Basic knowledge of Graphic Design (Adobe Photoshop, AI, ….)
- Knowledge and experiences working with SNAs

Organizational Competencies:

- Demonstrates commitment to NCDD's mission, NP-SNDD objectives and the ISAF;
- Displays gender, religion, race, nationality and age sensitivity and adaptability and;
- Ability to establish and maintain effective rapport with civil servants, other advisers and with all key NCDD stakeholders and relevant civil society

Functional Competencies:

- Proven IT development skills;
- Proven communication and listening skills;
- Experience providing capacity development support;
- Flexible, ability to solve problems, and adaptable;
- Ability to work with minimum guidance and proven initiative;
- Good analytical and quantitative skills and;
- Ability to travel to provinces and fields.
- Extending for new learning.

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