

National Committee for Sub-National Democratic Development Secretariat (NCDDS)

Integration of Social Accountability into National and Sub-National Systems Phase II Project

Terms of Reference

Position: Senior Database Management Consultant (SDMC)

Duty Station: NCDD Secretariat, Phnom Penh, Cambodia

Basis: Individual consultancy contract

Duration: 2 years (subject to satisfactory annual performance review with 3 months of probation).

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 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 a 10-year National Program (NP-SNDD) 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 second 10-year National Program on Sub-National Democratic Development (NP-2) from 2021-2030 is currently implementing to address all important unresolved challenges remaining from NP1 and any new challenges that arise. The objective of the NP-2 is that by 2030 structures and systems of sub-national governance are modern, autonomous, effective, transparent, and accountable in their provision of public services and local development. They will respond to the prioritized needs of the people in their jurisdiction in an equitable and inclusive manner. Each type of SNA will have adequate power and capacity to carry out their functions under the oversight of their councils to strengthen accountability to citizens. NP2 will be implemented in phases. 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). These five-year phases will be formulated separately from this NP-2 document.

• *Social Accountability (SA)*

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 and extended to 2025). 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 SA represents an integral component of the NP-SNDD; and for the second phase of SA, it is developed as a project named Integration of Social Accountability into National and Sub-National Systems. Both phases of SA 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 levels.

- ***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).

- ***Social Accountability M&E Database System***

The Social Accountability system (Social Accountability M&E Database System) was developed as the database system which has been a common usage for both the demand side and supply side to monitor the Social Accountability implementation through Post-On based on the performance of each service provider. The platform has a database system and a mobile application that can be accessed online. According to the updated Social Accountability's performance standard indicators and some updated requirements and to achieve the SA Phase II, there is a need to recruit a Senior Database Management Consultant (SDMS) to provide advisory and technical support to the existing IT team on managing, upgrade and maintain database system and the mobile application.

2. Role of Senior Database Management Consultant

- ***Post Supervision***

The SDMC will work under the overall supervision of the Head of the NCDDS, the MEID Director, and the direct supervision of the Social Accountability Project Manager. The SDMS will work closely with the IT office under the MEID and other Social Accountability consultants and will liaise with the officials and consultants of the NCDDS's Divisions, SNA and relevant civil society as appropriate. SDMC will be subject to 03-month probation and annual performance evaluation processes as established by the NCDDS and the possibility of contract extension based on the availability of the project budget.

- ***Main duties***

SDMS will work closely with MEID and NCDDS staff, the consultant will assist the NCDDS in carrying out the following tasks:

- ❖ **Database System Performance Optimization:** Lead efforts to maintain the existing database system to enhance performance and scalability. This involves analysing the current database architecture, identifying performance, and implementing changes to optimize data collection, storage, retrieval, and processing. The SDMC will ensure that the database structure is robust, efficient, and capable of handling increasing volumes of data while maintaining high performance. This task also includes regular reviews and updates to the database schema, indexing strategies, and query optimization to ensure the database's sustainability and resilience.

- ❖ **Developing Sustainability Features of Database System:** Takes the lead in designing and implementing functionalities that ensure the long-term sustainability of the system from a user standpoint. This involves creating user-friendly interfaces and tools that allow non-technical users to effectively manage and operate the system. Focus on building self-service capabilities, and automated processes. Additionally, develop comprehensive user guides and training modules to empower users with the knowledge and skills needed to fully function the system.
- ❖ **Sustain Functioning and Maintaining Mobile App:** the consultant will work closely with ICT system improvement consultant to ensure well performance and users friendly of mobile app once it has been updated.
- ❖ **Server Optimization and Deployment:** Oversee the optimization and deployment of servers that support the IT infrastructure. The SDMC will be responsible for setting up, maintaining, and optimizing the server environment to ensure high availability and reliability. This includes managing server software, overseeing data backup and recovery processes, and ensuring robust security measures are in place. The SDMC will also handle the deployment of new applications and updates, monitor server performance, and troubleshoot any issues to maintain seamless operation of the services.
- ❖ **Maintain and further develop the structure or format of the database as required, incorporating ideas and amendments from NCDDES and other stakeholders;**
- ❖ **Support other work of the IT office in terms of system integration;**
- ❖ **Collaboration in developing training materials and operating manuals to support the rollout of the system; provide training-of-trainers training as the need arises; provide technical assistance to ensure implementing line ministry, SNA and all stakeholders can access the database based on user-level/permission;**
- ❖ **Perform other duties assigned by the NCDDES Management.**

3. Reporting

The SDMC will work under the direct supervision of the project management. The SDMC is expected to prepare monthly reports on their own activities to the project manager, substantive reports on progress and constraints of software development and provide SA data for inclusion in NCDDES progress report, and other reports as requested by project management.

4. Qualifications

The SDMC is expected to have the following qualifications:

- ***Education and Experience:***
 - Bachelor's degree in Computer Science or higher
 - Extensive experience 6 years in developing database system software and mobile app
 - Demonstrate knowledge and experience in software design, coding and relational database modelling with the following technologies:
 - MVC (C#) with .NET Framework, .NET Core or other open-source platform
 - HTML, JavaScript, CSS, jQuery, Bootstrap;

- Object-Oriented Design and Relational Database like Microsoft SQL Server, My SQL Server, Postgres SQL
 - Object Relational Mapping (ORM), .NET Core and Entity Framework is an advantage;
- Knowledge in server deployment IIS Server, Ubuntu, Docker container, Kubernetes load balancer, Nginx;
- Knowledge of Flutter for developing mobile apps with cross-platform is an advantage;
- Knowledge in data visualization tools such as Kobo toolbox, Metabase, Power BI
- Experience with SEO and Web security such as (XSS, CSRF, SQL Injection, RCE, SSRF)
- Good Listening in written and spoken English
- Candidates should provide a portfolio containing examples of their achievements or links, together with references to verify work experience;
- ***Organizational Competencies:***
 - Demonstrates commitment to NCDD’s mission, NP-SNDD objectives and the ISAF;
 - Displays gender, 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.

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