

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

Improving Social Accountability at District, Municipality and Khan (DMK) Level Project

Terms of Reference

Position	:	Information Technology and Communication Assistant (ITCA)
Duty Station	:	NCDD Secretariat, Phnom Penh
Duration	:	6-months with possibility to extend up on fund available.
Basis	:	Individual staff 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).

❖ *The 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.

Besides, other effort on social accountability also implemented through the commitment of the government resource for the supply side, and the support from other NGOs on the demand side including CARE, FHI360, Oxfam as well as CSOs are contracted at the ground level through funded from various Development Partners, USID, EU, BMZ/GIZ etc. To date, a total of 1,545 communes

and sangkats (C/S) out of 1,652 are implementing the Social Accountability (93%), while 37 Districts/Municipalities/Khans (DMK) are in piloting (17%).

After focusing on Communes and Sangkats and experiences for years, as well as piloting at DMK level, the rollout implementation at DMK level should be started with aim at providing a process and approach rolling out the Social Accountability Implementation at DMK level, particularly the collaboration with the Improving Service Delivery (ISD) Programme to develop relevant guidelines to support Social Accountability operations or called operational guidelines and tools for Social Accountability at DMK level while the government is currently expanding Social Accountability to include all SNAs (CS and DMK) across the country, in particularly to permanently anchor this approach in the governance system, ensuring Social Accountability implementation sustain by end of NP2 at 2030.

❖ *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 social accountability (SA) has been mainly assigned to the Monitoring and Evaluation and Information Division (MEID).

❖ *Project Information and Communication:*

Information dissemination is a core activity of Social Accountability which helps to strengthen transparency, accountability, quality, and effectiveness of service provision while citizen can access variety of information including rights, performances, and budget information, and to enhance citizen capacity to aware and use that information. NCDDS needs more technical support for the project team to strengthen the information and communication, particularly at the field level activities and outreach. The project is recruiting an Information Technology and Communication Assistant to provide technical support and strengthen the project implementation to achieve project's development objective.

2. ROLES AND RESPONSIBILITIES

Post Supervision

The ITCA will work under the overall supervision of the Head of the NCDDS, and direct supervision of Project Coordinator and Manager. The ITCA will work closely with 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 ITCA will be subject to probation period (3 months after commencement) and annual performance evaluation processes as established by the NCDDS.

Main duties of IT and Communication Assistant

The ITCA is responsible for the assistance in the planning, developing, initiating on monitoring and evaluation NCDD Technology and Communications and public relations. The primary responsibility of the ITCA as follows:

- a) Participate and assist team to develop and update ISA DMK's Information Technology and Communication strategies and planning in which establish a clear vision and direction forward for the practice of Information Technology and Communications (ITC).
- b) Join technical review on Social Accountability mobile app, identify possibility of linkage with other apps through work closely with ISD team including international consultant, as well as WVI team to review the existing mobile apps and discuss with IT/Communication team.
- c) Assist and support the documentation in field case study or visit and reporting the progress of Improving the Social Accountability (ISA DMK) level

- d) Assist team to develop a core set of print communications materials that can be widely and flexibly applied to the ISA DMK, including photos, graphics, branding, brochures, leaflets, profiles, and success stories that promote the objectives, progression and results,
- e) Assist and field support and evaluate social media events, activities and mechanisms that promote the objective, progression, and results of ISA DMK at SNA.
- f) Provide the technical assistances with communication unit and social accountability team as necessary on all matters pertaining Communication to ensure effective coordination and outreach activities implementation.
- g) Provide input to support the social accountability guideline at DMK and integrate the information technology and communications strategy of NCDDS.
- h) Work with communication consultants and team to help to monitor and evaluate traditional media events (Television-interview, short video, voice of people, success stories, radio-interview, TV/radio announcement, spot, profile, feature, the press release, short article, key quote of beneficiaries or high-ranking government officials) that promote the objective, progression and results of social accountability.
- i) Assist the visitors to the provincial and district offices and provide hands-on support to Integrate communications into training events, capacity development, workshops, and other opportunities to explain the social accountability concept to government staff.
- j) Assist the development and revision of the NCDDS website in closed consult with NCDDS consultants and core government officials.
- k) Cooperate with the M&E, IT, Communication, and social accountability team to make sure the data available to present in the public and an easy way to understand the process of social accountability implementation results at Sub-national Administration (SNA).
- l) Perform other duties assigned by the SA Project Management and MEID/NCDDS.

3. REPORTING

The ITCA is expected to prepare monthly reports on their own activities in accordance with procedures established under the NCDDS personnel management guidelines; substantive reports on progress and constraints for inclusion in the NCDDS Progress Reports; and other reports as requested by Project Management.

4. QUALIFICATIONS REQUIREMENT

Education/Experiences:

- Preferably a bachelor's degree or higher education of information technology and communications, media management, public relations or any relevant fields.
- At least 2 years working experiences in implementation communication and campaign strategies including printing, broadcasting, and electronic media related to D&D work;
- Good working knowledge and experiences in working with different information management systems.
- Demonstrable track record of working with media and building media relations;
- Good understanding of social media and how social media can be used to raise organizational profile or highlight important issues relevant to D&D reforms and social accountability;
- Advantaged knowledge and experiences in video production, case study development and communication outreach activities.
- Good communication, and coordination. Good in English will be the advantage.

Organizational Competencies:

- Demonstrates commitment to NCDDS's mission, NP2 objectives and the SA;

- Displays gender, religion, race, nationality and age sensitivity and adaptability.
- Ability to establish and maintain effective rapport with civil servants, other advisers and with all key NCDDDS stakeholders.

Functional Competencies:

- Flexible and adaptable.
- Ability to work with minimum guidance and proven initiative.
- Good facilitation skills and ability to solve problems.
- Awareness and sensitivity of cross-cultural settings.
- Ability to travel to provinces and fields.
- Extending for new learning.