Project title: Modernization of Government Services in the Republic of Moldova
Project ID: P148537

TERMS OF REFERENCE
FOR ADMINISTRATIVE ASSISTANT

I.   Background

The Government of Moldova is determined to fundamentally change the way how public services are provided in Moldova through a variety of interventions for modernization of service delivery, which combat corruption, foster a customer care culture, enhance access, as well as increases efficiency in the Moldovan public administration.

From 2006 to 2013, Moldova modernized its civil service legislation and administrative processes under the Central Public Administration Reform (CPAR), supported by the World Bank's administered CPAR Multi-Donor Trust Fund.

In July 2016, the Government of Moldova approved the Public Administration Reform Strategy for 2016-2020[1], that kept the modernization of public services delivery process among its main objectives.

To achieve the stated objectives, the Government requested the World Bank's assistance for a PAR operation, that became effective in June 2018, called Modernization of Government Services Project (hereafter *MGSP* or *the Project*).

The design of the project takes into account the Government of Moldova's vision, stated in the Public Administration Reform Strategy 2016-2020 and makes extensive use of institutional and technological achievements of Governance e-Transformation Project (GeT) implemented by the Government of Moldova and World Bank in the period between November 2011- December 2016.

In 2021, the new Executive issued its governing Programme "Establishing Good Times for Moldova"[2] and set modernization of at least 100 administrative services and access of 100% of active population to electronic public services as some if its objectives. The Government Action Plan 2021 – 2022[3] through its envisaged actions reconfirms the determination of the Government to modernize the administrative service delivery system by improving access to public services through various channels, their efficiency, reduction of unnecessary administrative burdens and cost of services for both beneficiaries and service providers, ensuring a stable level of quality of administrative services.

MGSP continues to play a very important role in achieving the high-level objectives set up by the Government. The project aims to improve access, efficiency and quality of delivery of selected administrative services through the following components:

1.   Administrative Service Modernization
The key activities under this component focus on re-engineering a group of government to citizen and government to business administrative services; piloting of one-stop-shops for public service delivery in selected locations and rolling out at national level; increasing public awareness on and advocacy for administrative services, with a particular highlight on e-services.

2.   Digital Platform and Services
The main objective of this component is to digitize selected re-engineered government services; complete and strengthen a common infrastructure and mechanisms for rapid deployment of ICT-enabled public services; introduce government wide IT Management and Cyber Security standards and procedures. The component finances the procurement of additional shared computing infrastructure elements, digitization of services needed to deliver Government services electronically, as well as the

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[1] http://lex.justice.md/index.php?action=view&view=doc&lang=1&id=366209
[2] https://www.gov.md/sites/default/files/document/attachments/programul_de_activitate_al_guvernului_moldova_vremurilor_bune.pdf
[3] https://www.gov.md/sites/default/files/document/attachments/pag_2021-2022_ro.pdf

development of a learning management system to mainstream the new digital infrastructure and the modernized services within the government.

3. Service Delivery Model Implementation
The objective of this component is to ensure that the institutional capabilities of key government agencies are aligned with and support the new model of public services delivery.

4. Project Management
This component supports the Project Implementation Unit (PIU), based in the e-Governance Agency (eGA) and ensures the activity the core e-Governance Agency team.

II. Objective
The objective of this assignment is to offer support to the e-Governance Agency in its capacity of Implementing Authority of the Modernization of Government Services Project (MGSP) in office and project administrative tasks.

III. Scope of Assignment
The Consultant shall undertake the following tasks:

- Register the incoming/outgoing official correspondence using the internal tool of document record;
- Draft, upon request, official letters to public institutions on subjects related to MGSP and e-Governance Agency general activities;
- Register, classify, control and maintain office filing and correspondence system for the eGA;
- Ensure the circulation and dissemination of information within/outside eGA;
- Arrange appointments and meetings, manage telephone calls and redirect them if necessary;
- Keep and constantly update database, files and folders of official project documentation, contact information relevant to the eGA daily activity;
- Provide administrative support to visiting consultants and officials;
- Ensure logistics support for various administrative and staff needs related to office accessories, office supplies and delivery;
- Assist the official procedure of documentation archiving, both in hard and soft versions in line with the requirements of the National Archiving Agency;
- Provide support in obtaining electronic signature devices for eGA staff, following the procedures defined by the issuing authority;
- Take part in the internal and/or external events (conferences, trainings) if delegated by the eGA;
- Fulfill and execute any additional administrative tasks upon request.

IV. Outcomes
- Administrative and secretarial duties necessary for an efficient functioning of the e-Governance Agency, performed;
- Incoming and outgoing correspondence flow timely ensured;
- Office filing and correspondence system registered, classified, controlled and maintained on daily basis;
- Circulation and dissemination of information within/outside eGA ensured on daily basis;
- Administrative support for meetings and various events properly and timely provided;
- Logistics support to the eGA administrative and staff needs ensured;
- The official procedure of documentation archiving timely and properly completed;
- Documents for electronic signature devices timely prepared and submitted to the issuing authority;
- Quarterly Activity Reports submitted.

V. Timing
This is a full-time assignment to be performed starting with **September 2022**.

VI.   Institutional Arrangements

The Consultant work under the general supervision of the eGA Director. The Consultant will work in tandem with eGA staff and PIU members while performing office and project administrative tasks and will report to Chief Administrative Officer.

The Consultant will undergo an internal evaluation of performance using an individual standard eGA Performance Evaluation Form that will be completed and updated by the Consultant, discussed with and approved by the eGA management every 12 months.

VII.   Resources

The e-Governance Agency will provide working space, office equipment and communication facilities, as well as any other necessary means and support for Consultant to carry out this assignment.

VIII.   Qualification requirements and evaluation criteria

- University degree in areas such as Economics, International Relations, Finance, Law, Foreign languages or other related fields;
- Minimum two years of clerical, administrative, secretarial practices and procedures within the private and/or public sector, projects or international institutions (World Bank, IMF, UNO);
- Familiarity with the existing national regulatory framework for filing nomenclature and archiving in central public administrations;
- Ability to effectively communicate and write in Romanian, and Russian. English would be a strong asset.
- Knowledge about Government digital transformation and the mandate of the e-Governance Agency would be a strong asset;
- Proven skills to draft, edit and update official letters and briefing notes;
- Computer proficiency (Windows, MS Office, Internet advanced user).