

Terms of Reference **[Public Services & Municipality Expert]**

Tasks of the expert:

- Technical and didactical implementation of the measures undertaken by the project.
- Carrying out needs assessment of government institutions and civil society.
- Design and implementation of capacity development measures on individual and institutional level (including more traditional capacity development measures as well as on-the-job trainings)
- Implementation of continuous mentoring and coaching measures relevant to participation, dialogue, advocacy, complaint mechanisms, information services and service delivery.
- Support the design of multimedia campaigns and advocacy strategies.
- Designing and moderating analogue and digital participation tools and formats.
- Testing and implementation of participation tools and formats.
- Designing and support to implementation of complaint mechanisms, including referral mechanisms.
- Adaptation of the tools to the context of each of the partner districts.
- Documentation of capacity development measures.

Qualifications of the expert:

- Education: university degree (master's or equivalent) in Social Sciences, Public Policy, Public Administration, Political Science, Public Finance Management, Development Sciences, ICT.
- Language: knowledge of Arabic, C1 in the Common European Framework of Reference for Languages.

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- General professional experience: 5 years of professional experience in designing and implementing participation formats and public service delivery, with 1 year of professional experience in designing digital tools and formats.

Assignment Duration: 15 months.

Location: Iraq.

Interested candidates can send their CVs to; m.albaggal@ip-iq.com no later than August 20, 2023.