

Terms of Reference

Expert in Quality Management - CAF

*for the support in the implementation of the BACID III project related to the CAF
Implementation in a Public Administration in the Republic of Moldova*

The BACID III project is funded by the Austrian Development Agency (ADA) with funds of Austrian Development Cooperation.

With funding from
 Austrian
Development
Cooperation

1. Background

KDZ Centre for Public Administration Research is a competence centre and knowledge platform based in Vienna, specialising in public management consultancy, European governance, urban policy, public finance and federalism. Using a comprehensive and interdisciplinary approach, KDZ provides applied research, consultancy and training services to the public sector. Its perspective includes cities, municipalities, federal states, federal governments and the European level. The overall objective is to improve and strengthen the quality of the public sector and public governance.

KDZ is mainly committed to fostering effective governance within and across public sector organisations; promoting multi-level governance and cooperation with citizens and civil society; ensuring trust, accountability and legitimacy of state and administration; enhancing resilience in response to global uncertainties; advocating for transparent and fair financing of public services; facilitating sustainable financial equalisation between local authorities; promoting smart and humane digitalisation; advocating for social, inclusive and sustainable actions by public administrations as well as driving administrative modernisation in the European context.

KDZ also functions as a networking and cooperation platform, partnering with entities such as the European Union, regional players like OECD/SIGMA and the Regional Cooperation Council (RCC), as well as agencies and civil society organisations.

Appointed by the Austrian Federal Ministry of Arts, Culture, Civil Service and Sports, KDZ is the Austrian CAF Centre and is thus responsible for the information and support of CAF users and interested parties. As such, the CAF Centre of KDZ is the primary point of contact for all questions concerning the Common Assessment Framework (CAF) and it acts as an international advisor for CAF implementation in public sector organisations worldwide.

As co-developer of the Common Assessment Framework and with more than 20 years of experience in the implementation of CAF programs in municipalities, state and federal institutions, public enterprises and the non-profit sector, KDZ has developed special CAF services. It assists organizations in establishing a quality management system using the Common Assessment Framework, anchoring a continuous improvement process.

2. Purpose and the description of the assignment

Since January 2022, KDZ is implementing, along with other partners, the project “Building Administrative Capacities of the Western Balkans and the Republic of Moldova - BACID III”, co-funded by the Austrian Development Cooperation and implemented by the Austrian Association of Cities and Towns, KDZ-Centre for Public Administration Research, ReSPA (Regional School for Public Administration) and NALAS (Network of Associations of Local Authorities in South-East Europe).

The main objectives of the BACID III project are:

1. Improve good public governance in the Western Balkans
2. Support decentralisation and local autonomy as key elements of the “Western European Democracy Model” and guarantors for the provision of high-quality local services
3. Increase the quality of public administration and public services with the Common Assessment Framework (CAF)

Concerning point 3, to carry out and support CAF Implementations, KDZ is seeking to deploy an **Expert in Quality Management - CAF** (hereinafter “the Expert”) **for up to 13 working days in the period between 15 of May 2024 - November 2024**, to implement a CAF project in a public administration of the Republic of Moldova.

The Expert will be providing additional organisational and technical support as well as facilitation during the implementation of the CAF project and other activities which are directly or indirectly linked to the CAF implementation in this public administration.

3. Tasks and responsibilities

The main tasks and responsibilities of the Expert will be the following:

1. **Providing support to the implementation of the CAF project in all aspects, including the facilitation of CAF workshops and the provision of technical assistance.**

1.1. Provide technical assistance throughout the CAF implementation according to the tasks and timelines agreed upon in the Project Assignment between KDZ and the respective institution. This includes:

- Working with the CAF Team appointed in the institution in preparing the Communication plan and overseeing the implementation of the Communication Plan together with the CAF Team,
- Adjusting the CAF Questionnaire for the institution,
- Preparing the Agenda for the first CAF training,
- Delivering of the first CAF training,
- Summarising the individual responses provided by Self-Assessment group members through the online Questionnaire in one Excel document and clarifying the open questions,
- Preparing the Agenda for the CAF Consensus workshop,
- Facilitation of the CAF Consensus Workshop,
- Drafting the CAF Self-Assessment Report and incorporating received feedback from KDZ CAF Senior Expert(s),
- Clustering the actions for improvement from the Consensus Workshop as the entry material for the CAF Improvement Action Plan workshop and incorporating comments from KDZ,

- Preparing final clustered actions for improvement and associated tables,
- Preparing the Agenda for the CAF Improvement Action Plan Workshop,
- Facilitation of the Improvement Action Plan Workshop according to the agreed format of the workshop,
- Drafting of the CAF Improvement Action Plan report based on the workshop results, communicating it to the KDZ CAF Senior expert(s), agreeing on results and drafting the final report.
- Machine translation of all documents provided to the CAF organisation into Romanian and English and vice versa.

1.2. Collect and compile all available data and information on the status, key threats, and issues related to the CAF project and communicate it to the CAF Programme Manager.

The Expert reports directly to the KDZ Programme Manager responsible for Quality Management. He/she also closely consults, interacts and exchanges with the KDZ CAF Senior Expert(s) in all aspects and on all issues related to the tasks of this position within the implementation of the Project.

4. Required Qualifications

The Expert shall possess the following profile:

Qualifications:

- MA or graduate degree in Human Resource Management, Social Sciences, Public Administration, Economy, Law, Public Management, or other related fields;

General professional experience:

- At least 7 years of experience in assignments or positions in or with the public administration/sector.

Specific professional experience:

- At least 5 years of experience related to service delivery, in particular in the area of quality management;
- Experience in the Common Assessment Framework 2020 methodology and model implementation;
- Knowledge of the CAF External Feedback Procedure will be an asset;
- Previous engagements in assignments in Western Balkans will be an asset.

Skills:

- High training and presentation skills;
- Ability to write clear and coherent documents/reports;
- Excellent written and oral communication skills in English;

- Excellent written and oral communication in local language (s) will be an asset;
- High organisational skills;
- Team work;
- Ability to work with people of different nationalities, religions and cultural backgrounds.

5. Timing and Location

The expert may work home based-remotely and on-site in the institution where CAF-related activities will be carried out.

The assignment will be realized within the following timeframe: 15 of May 2024 - November 2024. The maximum envisaged number of working days for the assignment is 13 days.

6. Application Procedure

The interested experts shall submit their CV, supporting documents and the financial offer until May 15, 2024 at: institut@kdz.or.at

The maximum level of fee foreseen for the assignment is 600 EUR per day. Travel fees are refunded separately.

Qualified women are especially encouraged to submit an offer within the commitment to gender equality, diversity and inclusion.

Questions to the ToR: Questions about the ToR shall be submitted to Philip Parzer, KDZ, via e-mail: parzer@kdz.or.at