

TERMS OF REFERENCE

CONSULTANT QUALITY AND TEST MANAGEMENT

Type of Employment : Fixed Term Contract	Duration: Six (6) Months
Reports to: Head Human Resources Shared Services	Date Required: May 2018

Strategic Public Sector Transformation Project

The Strategic Public Sector Transformation Project is financed through a loan from the World Bank and is being implemented by the Ministry of Finance and the Public Service (MOFPS). The Project Development Objective (PDO) is to strengthen public resource management and support selected public sector institutions in facilitating a more enabling environment for private sector growth. The project has six (6) components:

- Component I : Strengthening the Public Investment Management System (PIMS)*
- Component II : Strengthening the Budget Preparation Process and Results Based Budgeting (RBB)*
- Component III : Adaptive Public Sector Approaches to Promote Fiscal Sustainability*
- Component IV : Modernizing the Accountant General's Department*
- Component V : Fostering Industrial Growth and Trade Facilitation*
- Component VI : Project Management*

Executing Agency and Beneficiary

The executing agency is the Ministry of Finance and the Public Service (MOFPS), and is also the main beneficiary of many of the activities proposed by the Loan. The Project Implementation Unit (PIU) has been established within the MOFPS and is responsible for implementing the project. Institutional arrangements have been designed and an implementation support plan is in place to ensure that, if capacity problems arise, these will be addressed promptly. MOFPS will coordinate activities across other beneficiaries of the Project which are mainly executive agencies and divisions spread across Ministries.

Public Sector Transformation Implementation Unit (PSTIU) at the Office of the Prime Minister

The Government is committed to enhancing the efficiency, quality and cost effectiveness of public services. An action plan for public sector transformation has been approved to include: merging, divesting, and outsourcing government functions which are better performed by the private sector; the introduction of shared services for communications, human resource management and asset management, and centralized legal services; strengthen the financial reporting requirements on those entities that remain; and ensure, where required, that well-structured transition plans are in place. In order to achieve these objectives a Public Sector Transformation Implementation Unit (PSTIU) has been established at the Office of the Prime Minister. Among the initiatives currently being undertaken by the PSTIU is the implementation of the Human Resources Shared Services Centre (HRSSC).

Implementation of the Human Resources Shared Services Centre (HRSSC)

The implementation of shared services arrangements for human resource management in the Public Sector is in the context of HR Transformation. HR transformation seeks to build on the strengths that exist and transform areas required to build capacities and capabilities in the Public Sector. The HR vision is for a

“Public Sector HR function that promotes fairness, equity and development to enable sustainable growth through excellence in people.”

In order to achieve this vision, the HR Operating Model that is currently being looked at has been adapted from the David Ulrich Human Resources (HR) Model. It is within this context that shared services arrangements for human resource management are intended to be implemented in the form of the HR Shared Services Centre (HRSSC). The Ulrich Model has three main pillars, the Centres of Expertise, the HR Business Partners and the HRSSC.

The HRSSC is responsible for providing transactional, administrative and operational services powered by an enterprise based Human Resources Management Information System (MyHR+). Ministries, Departments and Agencies are to be assimilated into the HR Shared Services arrangements on a scheduled phased basis guided by the implementation schedule of the MyHR+ and supported by other methods of access including Case Management and Knowledgebase system and Telephony. At this time, the PSTIU is actively seeking to progress to the Build and Test phase of project implementation and is therefore seeking the services of a Consultant to conduct Quality and Test Management of its operational systems and processes prior to “go live”.

Summary/Objective

The Consultant Quality and Test Management is required to conduct quality assurance and testing of all systems and processes “end to end” for the HR Shared Services Centre (HRSSC) during the build and test phase of implementation. Green light required from this phase to initiate “go-live”.

Scope of Work

1. Consult with the PSTIU Head HR Shared Services and other PSTIU team members, Communications and Change Management Leads, the MyHR+ Project Implementation Team, the Strategic Human Resources Management Division (SHRMD) of the Ministry of Finance and the Public Service, the Office of the Services Commissions (OSC), HR Leads and relevant Heads in selected (MDAs)/Client entities, EY Consultants and HRSSC Technical Committee on the quality assurance and testing methods.
2. Conduct research to facilitate general understanding of the Ulrich HR Operating Model.
3. Develop full understanding of the HRSSC Operating Model, the technology that supports the HRSSC (MyHR+, Case Management and Knowledgebase and Call Management systems) its policies, procedures and regulations.
4. Design quality assurance and testing methodology.
5. Conduct quality assurance and tests on “end to end” processes and systems engaging the appropriate stakeholders.
6. Identify issues and bottlenecks and recommend or escalate for solutions
7. Remedy and retest until desired level of acceptability is achieved.
8. Facilitate UATs as required.
9. Provide green light for “go live”.
10. Prepare end of contract handover report.

Nature of the Assignment

- The Consultant will work from their establishment and be required to utilise their own time, equipment and facilities in the quality assurance and testing processes.
- The Consultant will however be required to attend meetings, workshops and consultation sessions at the Ministry of Finance and the Public Service or other designated locations upon request.
- The Consultant will be required to complete the assignment within a period of six (6) months.
- The nature of the contracting arrangement will be lump-sum payments based on scheduled delivery
- The type of engagement is for an individual consultant
- The project is financed by the World Bank and the consultancy payments will be made through the Ministry of Finance and the Public Service.

Reporting Relationships

- The Consultant will report ultimately to the Executive Director PSTIU, under the direction of the Head HR Shared Services PSTIU.
- Reports will be submitted in hard and soft copy to the Head HR Shared Services PSTIU.
- Reports will be approved by the Executive Director PSTIU on the recommendation of the Head of the HR Shared Services PSTIU.

Qualifications

- Bachelor's Degree in Computer Science/IT field or other technical degree
- Training in at least one (1) business modelling technique (BPMN, EPC or BPEL)
- Working with an organisation using the David Ulrich HR Operating Model and HR Shared Service Operations or knowledge of Lean Six Sigma will be a distinct advantage
- At least three (3) years' experience quality control and testing

Skills and Competencies

- Advanced analytical and evaluating skills
- Advanced level customer service skills
- Advanced level stakeholder management skills
- Well-developed Interpersonal Skills
- Process Mapping and re-engineering skills
- Negotiation and conflict management skills
- Active listening skills
- Organisation and planning skills
- Process thinking and analytical skills
- Leadership skills
- Problem solving skills
- Team working skills
- Creativity/Innovation skills
- Excellent written and verbal English communication skills
- Proficiency in using the Microsoft Office Suite, especially Visio, Excel, Word, Project and Power Point
- Ability to multi-task and perform well under pressure

Interested persons should forward their applications and curriculum vitae **NO LATER THAN Monday, March 26, 2018** to: -

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