

TERMS OF REFERENCE

Public Sector Learning Framework PROJECT SUPPORT CONSULTANT AND LEARNING SPECIALIST

Project Title:	Public Sector Learning Framework
Functional Designation:	Project Support Consultant and Learning Specialist
Executing Agency:	The Management Institute for National Development
Duration of Assignment:	12 months
Purpose of the Assignment:	The purpose of the assignment is to ensure the effective implementation of the Government of Jamaica (GoJ) Public Sector Learning Framework (PSLF) Project, through the provision of dedicated coordination and administrative support; research, learning design and development expertise; as well as support for oversight of the pilot/implementation of selected components of the Project.

1. Services Required

The Management Institute for National Development (MIND) in its capacity as lead implementer for the Government of Jamaica's Public Sector Learning Framework (PSLF), requires the services of a **Project Support Consultant and Learning Specialist** to provide research, learning design and development, as well as project coordination support towards the effective and timely implementation of the PSLF, its full integration into MIND's operations and the Government of Jamaica's (GoJ) strategic human resource management framework.

2. Background

The Government in its Cabinet Decision No. 49/09, established its position in rationalising the public service as a pathway to improved professionalism, effectiveness, efficiency and accountability and responsiveness to citizens' needs. Along with the establishment of the Public Sector Transformation and Modernisation Division, a strategic review of the GoJ Modernisation Plan led to the establishment of a new Strategic Human Resource Management (SHRM) function with a mandate to provide strategic direction through policies and frameworks that support the development and management of the public service through the recruitment and retention of competent and motivated public officers at all levels, capable of delivering efficient, effective and responsive services to the public. It is against this background that a **Public Sector Learning Framework** was established by MIND with the support of key public sector stakeholders, and with the endorsement of the Cabinet Secretary.

3. The PSLF proposes a more systematic approach to whole of government human resource development and serves as the GoJ's blueprint for building a culture of continuous learning and innovation within the public sector. It provides a coordinated approach to systematically map pathways towards building the required competencies and developing the necessary skills sets that will allow public officers to deliver the best value goods and services.

4. Cabinet by its decision No. 16/18, dated 7 May 2018, approved the implementation of a Public Sector Learning Framework (PSLF) through the development of its eight elements, which work together to provide the best learning and development infrastructure for the public service. The eight elements are:
- a) A Learning and Development Policy
 - b) A Competency Framework
 - c) Professional Pathways
 - d) A Learning Needs Analysis
 - e) Orientation and Re-Orientation Programmes
 - f) Learning Pathways
 - g) A Leadership Development Strategy, and,
 - h) Information and Communication Technology (ICT) Infrastructure

5. Objectives of the Assignment

The primary objective of this assignment is to support MIND and the PSLF Project Manager to:

- revise and initiate the implementation of the Leadership Development Strategy;
- develop and pilot the GoJ Orientation and Re-Orientation Programmes;
- embed the pending Learning and Development Policy into MIND's operations; and,
- ensure the seamless coordination of the components of the PSLF within the current operational construct.

6. Scope of Work

Under the direct supervision of the PSLF Project Manager, the Consultant will carry out the activities outlined below and any other activity necessary to accomplish the stated objective of the assignment, whether or not the specific activity is cited in this Terms of Reference.

6.1 Undertake supporting research, learning design and development, and provide oversight for the implementation of identified components of the PSLF Project.

- Conduct research to inform the design and development of the Orientation and Re-Orientation Programmes, the revision of the Leadership Development Strategy, and any other project component identified by the Project Manager;
- Design assigned elements of the Orientation and Re-Orientation Programmes as well as Leadership Development products and services under the guidance of the PSLF Project Manager. These designs will include, but not be limited to:
 - delivery/access via online, mobile and other applicable ICT enabled mechanisms.
 - training outlines, training materials, participant's guide, facilitator's guide, assessment strategies.
 - interactive and creative online learning and facilitation approaches, and where applicable, instructional videos, audio clips, readings, case studies, practical assignments infographics, charts and images that creatively convey key messages which enable participants' learning and engagement;
- Inform the development of general and entity specific orientation standards;

- Support the design of pilot deliveries/implementation to discrete groups of public sector employees; and
- Coordinate the delivery of:
 - Training workshop to prepare facilitators and the programme coordination team at MIND to deliver and administer elements of the PSLF.
 - Information/training sessions for pilot and other selected entities.

6.1. Provide coordination and administrative support to the Project:

- Liaise with the internal MIND team to ensure the integration of the pending GoJ Learning and Development Policy into MIND's operations;
- Develop, monitor, and keep under review, schedules for the sequencing of activities to be undertaken throughout the Project;
- Draft monthly performance management reports which document performance against the execution of the Project Management Plan;
- Provide input for the development of technical reports and other project outputs;
- Establish and monitor stakeholder feedback channels to allow for continual improvement in practices and processes;
- Manage the logistics and coordinate the activities/events, record and disseminate the outputs of technical and other working groups that may be formed in support of the various project deliverables;
- Organise and manage meetings, including appointments with stakeholders/consultations, logistical arrangements and record and disseminate the outputs as appropriate;
- Perform other duties as directed by the PSLF Project Manager.

All activities executed in the scope of works must be in keeping with MIND's standard operating policies and procedures and applicable Government of Jamaica regulations and guidelines.

7. Approval of Deliverables

All deliverables that emerge from the scope of work to be undertaken by the PSLF Project Support Consultant and Learning Specialist, shall be reviewed and approved by the PSLF Project Manager prior to submission to the Director Public Sector Capability Development for final approval and acceptance. Deliverables should be produced and submitted in keeping with the timelines of an agreed work plan.

8. Standards for the Conduct of the Assignment

The Implementation Lead and PSLF Programme Management Committee (PMC) requires that the following standards be applied to the conduct of the assignment:

- a) Reflects the guidelines and requirements as outlined in the Scope of Works;
- b) Reflects learning and development best practices and are aligned with GoJ's priorities and strategic direction;
- c) Reflects and advance innovative and relevant leadership and organisational development practices;
- d) Displays cultural relevance;
- e) Applies adult learning and ICT enabled learning and development principles;
- f) Be comprehensive, properly formatted and well presented;
- g) Provides justifications for recommendations made;

- h) Deliverables are submitted and presented in keeping with the timelines of the agreed work plan;
- i) Shows evidence of consultation where appropriate.;
- j) Is in keeping with MIND's standard operating policies and procedures and applicable GoJ regulations and guidelines.

9. Qualifications and Experience

- Master's Degree or higher in Education, Organisational Development, Human Resource Development or related field.
- 5 years' experience and understanding of learning and development within a modern public sector environment.
- 3 years educational technology experience including the use of interactive web applications, learning management platforms and familiarity with the different levels of online training interactivities.
- Demonstrated experience designing and facilitating adult learning and undertaking applied research.
- Experience working with projects impacting multiple organisations and or stakeholders.

10. Other Desirable Competencies and experiences

- At least three years' experience managing/coordinating organisational development projects;
- Excellent writing, editing, and proofreading skills in English;
- Proven analytical, presentation and reporting skills;
- Strong ability to communicate and function effectively in a diverse environment;
- Ability to design and conduct stakeholder consultations; training workshops and other forums;
- Demonstrated accuracy and attention to details;
- Ability to meet deadlines and work under pressure;
- Ability to be flexible and respond to changes as part of the review and feedback process;
- Excellent interpersonal and organisational skills;
- Demonstrates integrity and fairness by modelling the public sector values and standards;
- Displays cultural, gender and age sensitivity and adaptability competencies;
- Stakeholder engagement, management, influencing and negotiation skills; and
- Excellent organisational and time management skills.

11. Location, Nature of Appointment and Duration

The PSLF Project Support Consultant and Learning Specialist will be contracted to work from home with the understanding that specific assignments may require presence in office at the MIND Hope Campus. The assignment will be for an initial 12-month period.

12. Intellectual Property

All information gathered and works derived as a result of this consultancy are the sole property of the MIND and the Government of Jamaica. Therefore, the PSLF Project Support Consultant and Learning Specialist is prohibited from using any output and information gathered through this assignment for his or her personal use, without the expressed permission of the MIND.