

REQUEST FOR PROPOSALS

Operations Manager for SymbioCity in Nakuru County

Background

Council of Governors (CoG) and the Swedish Association of Local Authorities and Regions (SALAR) in partnership are implementing the SymbioCity Kenya (SCK) program. The program uses the SymbioCity Approach, a concept for sustainable urban development that emphasizes on improved living conditions for citizens in urban environments. The program is being implemented in seven pilot counties to enhance their capacity to govern and manage urban areas in a more sustainable way.

A key component in the program is the implementation of Change Projects, sustainable urban development improvements, in seven pilot counties; Meru, Kisumu, Homa Bay, Kitui, Kakamega, Trans Nzoia, and Nakuru. The projects, which are developed by the community in cooperation with the county governments, have a budget of Kshs 25 Million and will be implemented before December 31 2019.

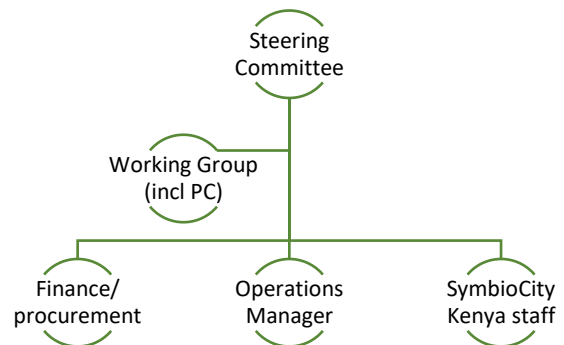
For efficient and qualitative implementation of the Change Projects, County Government of Nakuru wishes to engage an Operations Manager to take operational lead in implementation during the whole project period.

TERMS OF REFERENCE

Accountability and reporting

The operations manager is accountable to the Pilot Coordinator (PC) and reports directly to her/him.

The operations manager will also work closely with the Project Manager at CoG and the Urban Development Specialists based at the SCK office in Nairobi. Regular interaction with CoG finance and procurements staff will take place, as well as interaction with County finance and procurement staff.



Objectives

The objectives of the role as operations manager is to ensure:

- *Smooth project implementation.* For this purpose, the operations manager needs to work proactively to make sure activities are implemented according to plan and to take initiatives to adjust the plan when necessary. The operations manager is responsible to ensure that challenges identified or arising are communicated and addressed in good time.

- *Good internal communication.* The operations manager should ensure that the immediate project stakeholders on all levels are continuously informed on key issues on the ground.
- *Fruitful stakeholder participation in the project.* The operations manager will be a node that coordinates stakeholders and ensures that all are involved and participating in the project as planned.
- *Project monitoring.* The operations manager should keep track of, document and analyse progress in project implementation, in relation to set targets.
- *Accurate project reporting.* The operations manager is responsible to ensure the project reporting requirements are fulfilled.

Tasks

The tasks of the operations manager will contain, but not be limited to, the following:

Project operations

- *To support the implementation of activities in line with agreed plans and budgets.* This includes taking initiatives to review plan and budget based on reality when needed and consult with the Working Group, Pilot Coordinator and the SymbioCity Team.
- *To initiate and follow up on procurements and different types of purchases/payments.* This includes making sure that the flow in the processes involved is running smoothly.
- *To coordinate the supervision of works by the technical officer in the County.*
- *To coordinate stakeholders involved in the project implementation, with focus on local stakeholders.*
- *To participate in deliberations within the project team.* This will include regular cooperation with the pilot coordinator and working group, engagement with SymbioCity secretariat and similar.

Stakeholder participation and communication:

- *To manage communication with local stakeholders, in line with existing Communication plan/chain the county, as well as agreed within the programme.* The operations manager will be a node for project related information, and is expected to ensure all stakeholders are aware of plans and results. The operations manager is expected to develop suitable tools, such as notice boards and social media groups, and keep these alive throughout the project.
- *To support participation and involvement of relevant stakeholders and interest groups.* The operations manager will be responsible to organise participatory sessions as required by the project plan, and involve and consult groups such as young people or women in implementation as is suitable.

Documentation, monitoring and reporting:

- *To document accurately all project related proceedings.* The operations manager will document project activities, progress, challenges, and lessons learned and similar throughout the project.
- *To monitor and report on project implementation in accordance with set up processes.* This can include coordination of different actors carrying out monitoring as well as carrying out monitoring visits and reviews.
- *To track and keep record of pilot project spending*

- *Keep a log* of activities done on daily basis

Logistical support:

- *Provide logistical support to field missions.* Arrange visit, accommodation and similar to visiting consultants and project staff.

Deliverables/Output

The operations manager is expected to deliver:

- Monthly progress reports or as specified by project monitoring framework
- Final report for the implementation of the Change Project
- Adhoc reporting on need basis to the SymbioCity pilot team and the PC

Terms & Conditions

The operations manager will spend a majority of her/his time (estimated to be *at least 75%*) in Njoro, being the pilot town where change project is implemented. This will be the base for the assignment. The rest of the time (up to 100%) should be spent in or around Nakuru town where the county head offices are located.

The contract period is for a **maximum of 12 months**, ending at the latest by December 31 2019.

The fee will be 480 Swedish Kronor per day (8 hours) for a maximum of 224 days during 12 months. Should the contracted number of months be less than 12, the number of billable days will be reduced by 19 for each month (eg 11 months contract = 205 billable days).

A contract will be signed with **one individual**, as an independent contractor. This means that the operations manager is responsible for paying statutory taxes, health insurance etc. Neither does it imply that the SymbioCity programme is the employer of the individual.

The remuneration to the operations manager will not exceed the total amount mentioned above. The remuneration is **inclusive of all costs**, e.g. relocation, housing, taxes, insurance etc.

Local transportation between the pilot area in Njoro and county headquarters in Nakuru town is **included in the daily fee**.

Payment will take place in arrears, meaning once an invoice, a monthly report and a timesheet is submitted and approved. Normal payment time will be 30 days. The payment will be dependent on submission of timesheet, as well as on a confirmation from County Pilot Coordinator that the operations manager has fulfilled her/his obligations.

Required experiences

The following are desired competences and experiences needed for the post as operations manager:

- Diploma/degree/experience in relevant area, such as Business administration, Finance, Government studies, Architecture or Urban/Regional Planning, structural or civil engineering.
- Strong leadership capabilities and a demonstrated record of successful leadership/Project management experience, minimum 2 years
- Basic understanding of urban development issues

- Experience of working with or in partnership with County governments
- Strong communication and diplomatic skills
- Experience of participatory processes and methods
- Experience of working with monitoring and evaluation
- Knowledge in Office-package, including Word and Excel.
- Proven track record from narrative and financial reporting
- Previous experience of SymbioCity Approach preferred

How to submit an Expression of Interest

This Terms of Reference is issued on **26th of November 2018** and published on **Symbiocity Kenya, COG and County of Nakuru websites.**

Qualified candidates are encouraged to submit their materials by **8th of December 2018** to **info@symbiocitykenya.org.**

The proposal should consist of:

1. Expression of interest – **using the enclosed COVER PAGE**, responding **specifically** to the required experiences and accepting the terms and conditions.
2. CV – relating to the post.

No personal letters, certificates or other material are required.

Selection

Selection will take place through interviews by a team consisting of representatives from County Government of Nakuru, with support from the SymbioCity Kenya team.

Contracting

Contracting will take place between the independent contractor and SKL International (based in Sweden).