



**RECOVERY OF ECONOMIC ACTIVITY FOR LIBERIA INFORMAL  
SECTOR EMPLOYMENT (REALISE) PROJECT**  
Capitol Bye Pass, Old Maternity Center, 1<sup>st</sup> Floor  
Monrovia-Liberia



## **Terms of Reference (TOR) for Operations Officer**

### **BACKGROUND**

The Government of Liberia (GoL) has received funding from the World Bank to implement the Recovery of Economic Activity for Liberian Informal Sector Employment (REALISE) Project. The Project Development Objective is to increase access to income-earning opportunities for the vulnerable in the informal sector in response to crises, expand income and livelihood support to poor and food insecure households, and improve efficiency in managing social protection programs in Liberia. The REALISE project comprises of six components namely: (i) Grant Support to Vulnerable Households to Revive or Start Small Businesses; (ii) Temporary Employment Support and Employability Development for Vulnerable Workers, including labor-intensive public works and life skills and employability training; (iii) Program Implementation, Capacity Building and Coordination; (iv) Contingency Emergency Response Component; (v) Community Livelihood and Agriculture Support; (vi) Social Cash Transfer and Strengthening of the National Social Protection System.

REALISE Project is being implemented by the Ministry of Youth and Sports (MYS), Ministry of Gender, Children and Social Protection (MGCSPP), and the Liberia Agency for Community Empowerment (LACE), with technical support from the World Bank and other relevant GoL institutions. The Ministry of Youth and Sports will be responsible for overall coordination of the Project.

To ensure proper coordination of implementation and achievement of the project objectives, the Project Implementing Institutions have setup a single Project Management Team (PMT) to coordinate and manage all aspects of implementation under the REALISE project. The PMT is staffed with individual consultants hired by MYS, LACE and MGCSPP.

**Position:** Operations Officer

**Location:** Monrovia, Liberia

**Duration:** This assignment is for 18 months with the possibility of extension subject to satisfactory performance and availability of funding.

### **OBJECTIVES OF THE ASSIGNMENT**

The overall objective of this assignment is to support the proper coordination and smooth implementation of various activities under the REALISE project in compliance with all safeguards and operational protocols/procedures of the project.

## **DUTIES AND RESPONSIBILITIES**

The Operations Officer will work under the supervision of the Project Coordinator and be responsible for delivering on the following:

### ***General:***

- Ensure PMT oversight and focus on core tasks, implementation timelines, processes, and deliverables to maximize the productivity and efficiency of the Project staff.
- Oversee operational activities by keeping informed about operational functions, supporting the monitoring of staff performance, and ensuring compliance with audits and operational processes, regulations, and procedures of the project.
- Contribute to the implementation of activities under various components of the project aimed at improving delivery processes and outcomes of subprojects identified in targeted communities and benefits to beneficiary households supported by the project.

### ***Logistics/technical:***

- Support the Project component leads and support staff in the identification of logistical and technical resources required for the operation of the project.
- Work with the Project Coordinator and Procurement Officer to acquire the needed logistical and technical resources to ensure the smooth implementation of the project.
- Assist the various program leads and focal persons with the development of requirements for key procurements to support the implementation of various program activities under the project.
- Work with Project Monitoring, Evaluation, and Learning (MEAL) Officer to develop and roll out data collection, analysis, and reporting frameworks/protocols for the project.
- Supervise the management of resources including fleet (vehicles and motorcycles), generators, fuel, stationery, and computers, among others.
- Develop and keep in place fleet management procedures and ensure that this is followed by project drivers and all staff under the project.

### ***Operations:***

- Ensure that operational activities are executed within the allotted budget and timelines.
- Support program leads in the development of annual work plans and budget specific to their programs and consolidates these into the global work plan and budget for the project
- Support the Project Coordinator in collating activity reports on project activities and consolidating these into quarterly, semi-annual, and annual reports of the project.
- Manage project annual work plan and with the support of the Monitoring, Evaluation, and Learning Officer, track progress on implementation based on the approved work plan with a specific focus on signaling critical risks/implementation challenges to the Project Coordinator and component leads for their action.
- Ensure that project online resources and critical infrastructures/facilities are in working condition and supporting the effective implementation of the project at all times.
- Ensure the Project documentation of processes, activities, inputs, and results through an organized documentation system online and or offline.
- Support the Project Coordinator and program leads in organizing various coordination meetings, training, workshops, and travel arrangements as needed.

- Support the Project Coordinator in organizing regular meetings with program leads and support staff to discuss operational updates and issues impacting project implementation, as well as propose ideas or solutions to address these issues.
- Attend regular and other project-related meetings including steering and technical committee meetings, providing support to the Project Coordinator and component leads in reporting on accomplishments and progress of project implementation.
- Support key staff in ensuring that relevant project databases for recording key beneficiary data, subproject milestones, and progress towards achievement of subproject goals for all components are in place and updated at all times.
- Support the Safeguard Officers with the setup of Grievance Redress Mechanisms to address complaints or grievances received from beneficiaries and key stakeholders.
- Support the Communications Officer with the periodic dissemination of project results to ensure that project beneficiaries, key stakeholders, and the general public are always informed of project activities, procedures, and achievements.

***Administration:***

- Assist the Project Coordinator with the supervision of project administrative/operations staff to ensure timely delivery of the necessary inputs and logistics support consistent with the approved work plans, detailed field activity, and procurement plans.
- Support the Project Coordinator in ensuring that resource assignment, work allocation, training development, and performance assessment for staff are completed in a timely manner.
- Develop and implement plans to improve operational effectiveness and efficiency as well as conduct regular operational reviews and audits aimed at ensuring that project resources and processes are adequate and in good shape to support the smooth implementation of the project.
- Proactively identify and recommend new/proposed policies and procedures related to operation issues/opportunities and assists the Project Coordinator with the roll out/implementation of new processes and procedures.
- Maintain up-to-date knowledge of the project’s policies and procedures and support the Project Coordinator in enforcing adherence to safety and grievance procedures, paying keen attention to ensuring that complaints of project stakeholders and beneficiaries are addressed in a timely manner.
- Receive delivery of equipment, supplies, and materials needed for the project implementation and release them to targeted end-users or field staff as required.
- Support the Project Coordinator in appraising and approving travel requests (local and International) and work with the procurement and finance officers to create itineraries, make travel arrangements, and complete DSA or reimbursement forms as required.
- Assist with the coordination of multiple research activities under the project including satisfaction surveys and impact evaluations.
- Supervise project drivers.
- Carry out any other task as may be assigned by the supervisor.

**SKILLS AND QUALIFICATIONS**

This position demands an astute individual with a demonstrated ability to achieve results in a demanding and fast-paced environment. The Operations Officer must possess the following:

- **Bachelor’s degree** in Social Sciences (Political Science, International Relations, Project Management, Business/Public Administration) or related fields, with at **least five (5) years** of related professional work experience; or a **Master’s degree** in Social Sciences (Political Science, International Relations, Project Management, Business/Public Administration) or related fields, with at **least three (3) years** of related professional experience;
- Experience working with international organizations (World Bank, AfDB, AU, EU, etc.) is required;
- Computer literacy, with proficiency MS Windows & MS Office Suite is **required**;
- A strong background in providing similar support in Project implementation is a major advantage;
- Excellent writing and communications skills with demonstrated ability to write monthly, quarterly and annual reports.
- Ability to work independently and deliver under fast-changing and stressful conditions.

## **REPORTING**

### **Consultant’s Reporting Obligations**

The Operations Officer will report to the Project Coordinator and will be responsible for:

- **Quarterly Progress Reports** summarizing, among other things:
  - i Results accomplished during the prior period
  - ii cumulative deviations to date from scheduled milestones
  - iii proposed corrective measures (or revisions to the planned schedule), key responsible department or institution, and budgetary requirements
  - iv other issues or potential problems the coordinator foresees that could impact the project progress and/or effectiveness.

- **Monthly Progress Reports**

The monthly progress report shall provide at least the following information:

- i. Detailed description of the activities performed and results achieved in the current reporting period (month for which the report was issued) as well as the resources used for performing these activities.
- ii. A brief description and assessment of the current state of all project activities.
- iii. Issues encountered in the implementation of project.
- iv. Brief description of activities to be performed in the next reporting period as well as the resources estimated to be used for performing such activities.
- v. Expected results in the next reporting period.
- vi. Assessment of the Projects potential risks and recommendation for mitigating these risks.

**All reports shall be subject to the Project Coordinator’s prior approval in writing.**