

TERMS OF REFERENCE FOR EMPLOYMENT SERVICE OFFICER (ESO)

A. INTRODUCTION

1. Project number: P159215	2. Organization name: Ministry of Labor and Social Protection
3. Project name: Mongolia Employment Support Project	3.1. Position: Employment Service Officer (ESO)
4. Title of the position to directly supervise this position: Project Coordinator	
5. Project Background: The Employment Support Project for Mongolia seeks to provide jobseekers and micro-entrepreneurs in Mongolia with improved access to labor market opportunities and to provide temporary relief to eligible workers in response to the COVID-19 crises. The project consists of four components. Component 1 supports a comprehensive realignment of the current public employment service system to serve greater numbers of employers and jobseekers with more client-driven services, with greater collaboration with private intermediation services. Component 2 strengthens the design, relevance, and demand orientation of select active labor market programs. Component 3 improves the quality of and access to labor market information and analysis to help institutional and non-institutional clients make more informed decisions and provides support for strengthening M&E and project management. Component 4 provides temporary support to the Social insurance scheme.	

B. FUNCTIONS

Key duties of this position:	The Employment Service Officer (ESO) will be acting as the main technical point in the PIU for the effective implementation of the Component 1 “Supporting client-centric public employment services”.
Responsibilities and tasks to be performed:	
<p><u>General responsibilities:</u></p> <ul style="list-style-type: none"> - Developing detailed implementation plan, cost estimates and expected deliverables under Component 1 and supporting the execution of the approved plans; - Ensuring necessary linkages of planned activities with the implementation of project activities under Component 2 and Component 3; - Drafting under the guidance of the PIU Coordinator, the technical TORs for planned activities and provide technical support for and monitoring of the implementation thereof; - Providing technical inputs for technical tasks and services conducted for implementation of the Component 1; - Working closely with selected consultants and supporting their day-to-day work, and monitoring their work execution is meeting the requirements of the project; - Planning and coordinating the organization of capacity building activities and international and domestic training of government officials and employment services staff to advance Component 1 outcomes; - Ensuring the adherence to environmental and social safeguards policies in implementation of Component 1 activities, including effectively supporting, training and mentoring the staff of labor and social welfare offices on environmental and social safeguards and regularly monitoring the practical application on the ground; 	

- In collaboration with the project M&E Officer, monitoring the implementation of planned activities, preparing progress reports as required and proactively raising and seeking to address implementation issues;
- Supporting the project procurement officer in selecting consultants, consulting firms, suppliers and contractors for goods, works and consulting and non-consulting services required for effective implementation of planned activities under Component 1.

Technical responsibilities:

- Providing technical inputs for functional review of public employment services, piloting, analyzing and finalizing the activities for streamlined work organization and service standards, and related capacity building activities;
- Providing technical inputs for enhancing the effectiveness of collaboration between public and private employment services;
- Providing technical inputs for implementation of activities aimed at redesigning the Labour Market Information System (LMIS) and enhancing IT-based employment services of the MLSP, including i) supporting the mapping and analysis of the current business processes of public employment services (PES), ii) working closely with an international consultant on the review and analysis of the PES; iii) facilitating the development of “to-be” business processes by drawing upon the current regulatory framework and in view of the ongoing revision of the Employment Promotion Law by the MLSP; iv) supporting IT consultants’ work at the initial stage of the LMIS architecture and system design by effectively communicating the proposed new processes of PES; v) supporting the introduction of IT-based, technologically advanced job-matching system/platform under the LMIS and developing mobile phone application, and supporting the related public outreach and awareness campaign; vi) supporting the development of online training platform for employment services staff working at different levels; and vii) coordinating the organization of a series of relevant capacity building training and workshops;
- Providing technical inputs for the improvement of contracts with private employment service providers, including the development of the TORs for an international consultant and the coordination with the relevant unit in GOLSW to implement the recommendations.
- Acting as a focal point in organizing conferences, meetings and public outreach and communication activities that support the advancement of project work on enhancing the effectiveness and outreach of employment services;
- Performing general coordination of activities for renovation of PES offices;
- Carrying out other relevant tasks as assigned by the Project Coordinator.

C.REQUIREMENTS

Education	A Master’s degree in Employment, Social Science, Statistics or other relevant field.
Work Experience and Skills	<ul style="list-style-type: none"> - At least 5 years of direct relevant professional experience in the field of employment and social sector; - Demonstrated experience of working both at the operational and policy making level; - Familiarity with labor and employment standards, regulations and procedures; - Knowledge of labour market information system, employment statistics, career guidance and job matching,;

Language skills	- Ability to clearly communicate in English both in writing and speaking
Computer literacy	MS Office proficiency such as Word, Excel, PowerPoint etc, and excellent web research and navigation skills.
Other	<ul style="list-style-type: none"> ▪ High professional and personal integrity; ▪ Excellent communication and interpersonal skills; ▪ Ability to collaborate effectively with relevant stakeholders and implementing agencies; ▪ Ability to function independently and collaboratively in a team environment ▪ Organizational skills with the ability to handle multiple assignments.

D. CONTRACT DURATION

The initial duration of the consultancy service rendered is will be **12 months** with a probationary period of **3 months**. Contract is extendable on annual basis subject to satisfactory performance.