

**TERMS OF REFERENCE  
EMPLOYMENT SERVICE OFFICER**

**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: <b>Employment Service Officer (ESO)</b>
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 relief to eligible workers enrolled under the voluntary social insurance scheme in response to COVID-19.	

**B. FUNCTIONS**

<b>Key duties of this position:</b>	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”.
<b>Responsibilities and tasks to be performed:</b>	
<ul style="list-style-type: none"> <li>- Managing and supporting the successful administration and effective delivery of the Component 1 “Supporting client-centric public employment services” and ensuring necessary linkages with rest of the project activities;</li> <li>- Developing time bound action plan along with cost estimates for the component 1 and supporting the execution of the approved plans;</li> <li>- Developing TORs and supporting the project procurement officer in developing related documents required for selection of consultants, consulting firms, suppliers and contractors for goods, works and consulting and non-consulting services under Component 1</li> <li>- Performing general coordination of activities for upgrading the PES facilities of the General Office of labor and Welfare Service office (GOLWS);</li> <li>- Be technical focal point for conducting functional review of employment services, development, piloting and implementation of streamlined PES work organization and service standards;</li> <li>- Supporting the development of online training platform and online training modules for employment services staff working at different levels;</li> <li>- Supporting the collaboration between PES and private employment service providers as well as providing technical inputs for the improvement of services.</li> <li>- Coordinating the planning and organization of domestic and international training and capacity building activities for employment services staff and government officials;</li> </ul>	

- Working closely with selected consultants, as well as System Integrator in redeveloping of labour market information system, and supporting their day-to-day work, and monitoring their execution is meeting requirements of the project, coordinating the organization of related capacity building training and workshops and outreach activities;
- In collaboration with the project M&E Officer, monitoring the implementation progress, preparing progress reports as required and proactively identifying and addressing implementation issues and bottlenecks;
- Ensuring the adherence to environmental and social safeguards policies in implementation of the Component 1 activities by regularly monitoring the practical application of the “Environmental and Social Management Framework” for implementation of Component 1 activities by contractors, their employees and local employment and welfare offices as required and effectively supporting the training of stakeholders and staff of labor and social welfare offices on environmental and social safeguards;
- Supporting and monitoring the implementation of Component 1 activities in line with the Project Operational Manual and the applicable World Bank guidance as required;
- Other relevant tasks as assigned by the Project Coordinator to advance Component 1 outcomes.

### C. REQUIREMENTS

Education	A master’s degree in Employment, Social Science, or other relevant field.
Work Experience and Skills	<ul style="list-style-type: none"> <li>- At least 5 years of direct relevant professional experience in the field of employment and social sector.</li> <li>- Familiarity with labor and employment standards, regulations and procedures;</li> <li>- Knowledge of job matching, labor statistics, career guidance</li> </ul>
Language skills	The ability to clearly communicate in Mongolian and 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"> <li>▪ High professional and personal integrity.</li> <li>▪ Excellent communication and interpersonal skills</li> <li>▪ Ability to collaborate effectively with the relevant stakeholders and implementing agencies.</li> <li>▪ Ability to function independently and collaboratively in a team environment</li> <li>▪ Organizational skills with the ability to handle multiple assignments.</li> </ul>

### D. CONTRACT DURATION

The initial duration of the consultancy service rendered is **until 31 December, 2022** with a probationary period of **3 months**. Contract is extendable on annual basis subject to satisfactory performance.