

SOCIAL ENTREPRENEURSHIP, EMPOWERMENT AND COHESION IN REFUGEE AND HOST COMMUNITIES IN TURKEY PROJECT

Terms of Reference IT SPECIALIST

Scope and Objective

In the scope of the Social Entrepreneurship, Empowerment and Cohesion in Refugee and Host Communities in Turkey (SEECO) Project, an IT Specialist will be assigned to supervise and coordinate all IT related activities (project management information system, grievance recording system, project website etc.) for the Project, enable necessary coordination and support and provide technical counselling to the consultancy services. Consultants will also provide software development services for needed integration issues between existing software systems of MoIT. In addition, the consultant will ensure its day to day functionality to produce required reports and data timely and regularly.

The aim of this assignment is to support MoIT PIU to design and operate an IT system that will help ensure that the proposed project delivers its activities effectively and achieves its objectives.

The IT Specialist will work **full time** for the Project and will be located in **Ankara**. However, since the implementation area of the Project covers 11 provinces, the job requires some travel throughout these provinces in Turkey.

The IT Specialist will work in close cooperation with the General Directorate for Development Agencies, IT Department of the MoIT and other PIU consultants as needed and under the day-to-day management of the Project Manager.

Background

SEECO is a project implemented by Ministry of Industry and Technology (MoIT) administered by the World Bank and financed by the European Union.

The proposed project of 39.5 Million EUR aims to support women and youth within refugee and host communities' transition into sustainable economic opportunities and increased social cohesion through the micro-grant support provided by the selected 5 Development Agencies (DAs) covering 11 provinces (Adana, Mersin, Gaziantep, Adıyaman, Kilis, Mardin, Hatay, Osmaniye, Kahramanmaraş, Diyarbakır, and Şanlıurfa), where vulnerable refugees mostly reside. The project aims at: (i) expanding economic opportunities for mostly women refugee and host communities through support for social enterprises and vital livelihoods facilities; and (ii) improving social cohesion among refugees and host communities through enterprise development and participatory engagement in livelihoods facilities.

The project will be implemented through three components, namely as (i) Social Entrepreneurship for Women and Youth in Refugee and Host Communities, (ii) Community Livelihoods-related Facilities in Refugee and Host Communities and (iii) Institutional Capacity Strengthening and Project Management.

Component 1 will finance activities to support social entrepreneurship in refugee and host communities in the target provinces. The project defines a social enterprise to include profit-making businesses that prioritize social or environmental impact while reinvesting profit primarily in their mission and/or benefitting target social groups through employment or other activities that may increase their income. For the purposes of the project, this includes, inter alia, businesses that are established with the mission of employing, or self-employing, refugees and other vulnerable members of the community (e.g. disabled, at-risk youth, etc.).

This component will directly benefit those receiving startup support services, subgrants, and employment in social enterprises; indirect beneficiaries are the buyers of goods and users of services provided by the social enterprises. Subcomponent 1A will finance support services for social entrepreneurs and Subcomponent 1B will fund subgrants for the incubation or acceleration of social enterprises. The elements of this approach aim to maximize the potential for success of the project-supported social enterprises and enables the participation of less-privileged women and youth in social entrepreneurship.

In order to develop sustainable microenterprises, women (and other vulnerable) social entrepreneurs supported under Component 1 will need to access a range of supporting facilities. The development and survival of the business is not only a function of business and technical skills; women face a number of other constraints to their successful engagement in livelihood opportunities. While some of these are addressed in Component 1 through support services (training, mentoring, and coaching), others require local community-level, small-scale investments, without which social enterprises will flounder and/or be unsustainable, and social cohesion outcomes will not be achieved.

While the neighborhoods in the local authorities covered by the project are generally provided with basic services and infrastructure (such as roads, water, sewerage, and solid waste management), other services that would support women's participation in social enterprises are either unavailable or only partially available in most of the project locations. Such services include childcare facilities or kindergartens, access to community-based workshop facilities or market-spaces, and access to local marketplaces.

To address these gaps in facilities, support the efforts of refugee and host community women to earn income, and promote dialogue and engagement of refugees, host communities, and municipal authorities around social enterprises, component 2 will finance: (i) the capacity building and facilitation activities for refugees and host communities to engage in participatory decision-making processes over local needs and priorities for livelihoods-related facilities under Subcomponent 2A; and (ii) the cost of establishing/renovating selected livelihoods-related facilities under Subcomponent 2B.

The implementation of the proposed project will follow World Bank Policies and EU Requirements. Component 3 will finance project management, monitoring&evaluation, and communications (and visibility) as well as the targeted capacity building of national (MoIT, DAs) and local actors (local authorities, NGOs, other stakeholders) to strengthen their capabilities to support women's livelihoods development in this project and in the future.

Qualifications and Skills

- BA degree in relevant departments (Software Engineering, Information Technology, Management Information Systems, engineering departments) of universities,
- Fluent in written and spoken Turkish and English,
- At least 3 years professional experience in software development projects,

- At least 2 years professional experience in Management Information Systems,
- Strong experience in web development technologies,
- Proven track record of understanding data privacy and security,
- Strong experience in MS Office applications,
- Preferred familiarity with IT infrastructure equipment,
- Experience in information technologies, project documents, software documentation,
- Supervising IT related problems / help desks and repairing IT issues,
- Having knowledge in Object Oriented Programming and Design Patterns,
- Knowledge in software development and testing with continuous integration tools, and project tracking and management tools (TFS, Jira, Trello etc.),
- Having experience in Java technologies (JS2E JEE, EJB 3.x etc.) is an asset,
- Having experience in web service development (SOAP, REST, JAX-WS, AXIS, CXF etc.),
- Having knowledge on JSP, JSF, Primefaces, Servlet, Hibernate is an asset,
- Having knowledge on Service Oriented Architecture,
- Knowledge on basic relational databases processes, querying, SQL ve PL/SQL,
- Knowledge on version control tools,
- Having strong attention to detail in documentation,
- No restriction for travel,
- Proactive teamwork skills,
- Analytical thinking and problem solving skills,
- Completed or postponed military service for male candidates (for Turkish citizens).

Duties and Responsibilities

- Preparation of Technical Specifications Documents for Management Information System for the project in coordination with M&E consultants,
- Technical coordination of Management Information System of the project and oversee the activities and responsibilities of subcontractor firm,
- Technical coordination of Project website,
- Coordination of information/document hosting in the Project website,
- Overall coordination and launch of online platform using a proven civic technology, working in conjunction with the citizen engagement specialist,
- Coordination of online Project Grievance Redress mechanism,
- Oversight of design of digital outreach to project beneficiaries and implementing partners,
- Institute protocols for the use of IT across departments and projects,
- Determining web services requirements and contributing to software architecture,
- Reporting to and working with MoIT IT Department for approval of software, system and network related decisions,
- Design procedures for the use of PIU related IT resources,
- Preparing technical specifications for the revision of the system within the scope of the project,
- Supporting the technical evaluation of the bids, preparation of forms and reports as part of World Bank procurement processes for IT related services and equipment,
- Carrying out duties arising from this contract in cooperation and coordination with the personnel of the IT Department of MoIT,
- Assists in budgeting for IT expenses, including the purchase of new equipment and software when necessary,
- Supervising and coordinating IT related services to ensure the successful delivery of the Project and the achievement of its objectives,

- Coordinating business operations that are related to the IT/Software scope,
- Ensure the handover of the IT systems for the Project to MoIT at the end of the contract to ensure their use in the long-term,
- Replicate all tasks assigned to him/her for selected DAs under the Project if and when necessary. Support each and every DA in the whole process of their project related IT issues and ensure that they are carried out by the DAs in line with the Bank's requirements and principles,
- Carrying out other tasks that will arise on the basis of this Terms of Reference.
- Prepare training materials/documentation on newly developed software or embedded new modules on existing software and delivery of training activities to end users.

Duration

The project has a 4-year duration. The planned duration of service of the IT Specialist is foreseen to start in January of 2022 until the project's extended closing date which is last quarter of 2024. Due to the phasing of the financing, a contract will be signed with the preferred candidate in two stages (December 2021 to December 30, 2022, and then after the extension of the Grant Agreement from January 1 2023 to October 2024). Two-month probation period will be applied by renewable 1-year contracts and additional input days will be requested from time to time till the end of the implementation, if performance is satisfactory.