INDIVIDUAL CONSULTANT PROCUREMENT NOTICE
IRQ

Functional Title	**Digital Transformation Expert**
Classified Level (IPSA 8-14)	**Please use the following link, and attach the automatically-generated classification report from: jce.unicsc.org (organ.: UNDP; Email: Your undp.org email; Password: ICS109**
Duty station (City and Country)	**Baghdad, Iraq**
Type (Regular or Short term)	**Regular**
Office- or Home-based	**Office-based**
Expected starting date	**Immediately**
Expected Duration	**12 months with possibility of extension**

A. Project Description and Background

The regional programme has been providing digital assistance to UNDP country offices, Governments in the Arab region, other UNDP offices, and regional partners. It has also integrated digital initiatives within its regional projects to accelerate the programmatic work and achieve the project's objectives. UNDP Country Offices in the Arab region are experiencing increasing demand for digital support from their stakeholders, which was further accelerated by the need to rapidly identify digital solutions to ensure business continuity and to recover from the impact of the COVID-19 pandemic. The demand ranges from the formulation of national and sector digital strategies to the integration of digital solutions into programming and support their implementation to ensure sustainability. At the regional level, digital platforms tailored to the needs of UNDP's regional partners have facilitated data and knowledge sharing.

Assignment Rationale: By collaborating with Bureau for Policy and Programme Support (BPPS) teams located in the Amman regional hub and in New York (e.g. governance, inclusive growth, innovation and others), as well as harnessing UNDP corporate offers and partnerships, leveraging on donors' networks, and working on partnerships with academia, international organizations, private and public sector and others, the regional programme needs to expand its capacity to respond to the emerging demand related to digitization from country offices and regional initiatives to ensure: a) timeliness in responding to needs which COVID-19 has made more pressing; b) quality and relevance of the identified solutions considering the rapidly evolving digital landscape; and c) coverage of the broadening areas where digital solutions are required (e.g. e-commerce, artificial intelligence applications; climate change; etc.).

Across the region, UNDP is supporting governments in their digital transformation journey.
In line with UNDP Regional Office support for Iraq UNDP Country office and Iraq government in various digital initiatives spanning the country, the (CO) UNDP Arab Region Bureau (RBAS) is seeking the services of an Individual expert to support Iraq Country Offices and Iraq government (digital transformation technical committee) towards building digital capacities and support the digitalization of public service delivery systems and other digital platforms which can enhance citizen participation and inclusion.

B. Scope of Work

Under the direct supervision of the RBAS Digital Transformation Specialist and overall supervision of the Iraq CO, and in alignment with Iraq's government, the expert will be responsible for coordinating with the Iraqi digital transformation technical committee and other stakeholders, vendors and staff and provide

strategic, technical and outreach support to CO on behalf of the RBAS to support the service offerings under Digital Transformation Agenda of UNDP in Iraq. The following activities are envisaged:

- Provide technical assistance to the RBAS and CO team in evaluating requests coming from Iraqi governments at National, ministerial, regional and local levels, ensuring that short-term, but also long-term and strategic implications (e.g. sustainability; rights-based issues) are considered.
- Develop the Strategic partnership with the e-Gov authority in Iraq and build relationships with various stakeholders to maintain and grow UNDP's reputation as a long-term trusted advisor and partner. –
- Develop a project document for the digital governance support in Iraq.
- Carry out and deliver research and technical support to the digital transformation initiatives and context in Iraq, including in the form of guidance, advice, and actionable recommendations.
- Support the Iraqi government in developing/updating digital transformation strategies, Road Maps and capacity building framework matching the demands/needs of the government, while ensuring alignment with UNDP digital strategy and related Global Policy Network priorities.
- Lead the preparation/coordination of overall activity schedule, calendar, scope and methodologies of analyses, studies, surveys, field visits, trainings, meetings, workshops, events, study visits, written and visual materials etc. of the digital transformation agenda.
- Define and guide implementation of Iraq digital transformation projects with Regional UNDP Hub and/or with the Country office and Iraqi government that underpin successful digitization/digitalization efforts.
- Provide technical assistance to the RBAS and CO /government partners in developing rapid prototypes of digital service redesign.
- Design, organize, deliver and/or facilitate workshops, training, learning opportunities based on the demands from CO/Government of Iraq, enabling them to strengthen their internal digital systems/strategies/ plans as well as external partnerships with governments, civil society and other stakeholders.
- Provide support in monitoring effective implementations of the digital transformation initiative in Iraq.
- Foster necessary governmental staff awareness for digital transformation issues.
- Attend as many meetings as needed with the governmental counterparts to discuss digital transformation and e-Gov work
- Any other task as requested by the digital transformation specialist or the CO.

C. Institutional Arrangement

The expert will be based in Iraq and directly supervised by the Digital transformation Manager at the RBAS with a direct link to the CO in Iraq and government of Iraq. S/he is expected to work closely with program teams to advance the broader innovation agenda in UNDP.

Working space, facilities, personnel, project information related to UNDP, as well as logistical support will be provided as needed throughout the assignment of the contract. Travel will be requested as needed by the Country Office – Iraq team.

The Digital Transformation Specialist shall report to the Governance Head of Pillar and directly supervised by the UNDP Iraq Head of Governance Pillar and the RBAS Digital Transformation Specialist

D.   Minimum Qualifications of the Successful IPSA

Min. Academic Education	Master's degree or higher in IT, Business Administration, Public Administration, Public Policy, Economics, Social Science, International

	Relations, International Development, or related fields. Any additional degree in area relevant to digital transformation in public sector is an asset.
Min. years of relevant Work experience	• Minimum of 8 years of relevant experience in e-governance and digital transformation space, such as digital program development, public service and business process re-design, support to design of national or sectoral digital transformation strategies. • Proven track record of working directly with Governments/multilaterals on Digital Transformation/Digital Government/Public Service Delivery systems/projects, preferably in a developing country context • Proven expertise in agile development methodologies • Proven expertise of building cross-sector partnerships and cross-culture understandings • Excellent administrative and computer skills, including Microsoft Office, and knowledge of spreadsheet, database packages and Enterprise Architecture.
Required skills and competencies	• Ability to build strong and sustainable relationships and capability to interact at all levels within the organization. • Ability to handle complex situations and multiple responsibilities simultaneously, mixing long-term projects with the urgency of immediate demands • Ability to collaborate with and achieve actionable results • Ability to deliver in a high-pressure environment • Self-motivated and able to work with a high degree of autonomy • Fully committed and motivated to achieve the aims of UNDP.
Desired additional skills and competencies	**Core Competencies:** - Innovation - Ability to make new and useful ideas work - Leadership - Ability to persuade others to follow - People Management - Ability to improve performance and satisfaction - Communication - Ability to listen, adapts, persuade, and transform - Delivery - Ability to get things done while exercising good judgment **Technical Competencies:** - Demonstrated ability to work with governments/stakeholders on digital transformation - Demonstrated ability in researching latest trends in digital transformation/innovation - Proven ability to engage, partner and develop partnerships in a government/Public Private Partnership/digital platform setting - Proven experience in the developing country context and working in different cultural settings

	- Ability to challenge, convince and manage multiple stakeholders - Ability to effectively drive business, culture, and technology change in a dynamic and complex operating environment - Strong conceptual thinking to develop new strategies and innovative projects
Required Language(s) (at working level)	• Excellent written and spoken English and Arabic required

E.   Travel:

Travel will be arranged by the expert based on UNDP travel policy.

F.   The following documents shall be required from the applicants:

a) **Personal CV or P11**, indicating all past positions held and their main underlying functions, their durations (month/year), the qualifications, as well as the contact details (email and telephone number) of the Candidate, and at least three (3) the most recent professional references of previous supervisors. References may also include peers.

b) A cover letter (maximum length: 1 page) indicating why the candidate considers him-/herself to be suitable for the position.

c) Three writing samples