

CALL FOR APPLICATIONS

Assignment: to act as short-term national consultants - Business Process Analyst and Services Expert

Location: Kyiv, Ukraine

Application Deadline: 09.02.16

Duration of the assignment: 2 months

Start date: mid-February 2016

Background Information

Council of Europe Project “Continued Support to the Criminal Justice Reform in Ukraine”, funded by the Danish Government and the European Union funded Project “Support to Justice Sector Reform in Ukraine” implemented by Justice Cooperation Internationale, are looking for two national short-term consultants in order to provide support to the General Prosecutor’s Office (GPO) of Ukraine in the setting up of a new Citizens’ Reception Hall (CRH).

One of the aims of prosecutorial reform is to transform the Prosecutor’s Office, through impacting the methods of communication, into a caring, responsive and assistance-oriented institution. The purpose of this part of the reform process is establishing a more efficient set of business processes by reorganizing services, personnel and space allocation of the CRH, in order to ensure a more effective and efficient communication between prosecutorial system and citizens. In order to upgrade clients’ relations, it is required to conduct a needs assessment of services, personnel and infrastructure.

Short-term consultant: Business Process Analyst

Employer: Council of Europe Project “Continued Support to the Criminal Justice Reform in Ukraine”

The main objective of the short-term consultant’s assignment is to map existing services and the trajectory in handing each operation/communication in the existing CRH and in cooperation with the Services Expert to provide recommendations on the redefinition of the CRH services (at the GPO and regional level) and business processes.

Major tasks and responsibilities:

The following table provides for key tasks and activities to be performed by the Analyst and relevant deliverables.

Task	Deliverable
Mapping of existing services (“as is”) - Mapping of the primary & secondary services provided by the CRH as well as connected services provided by other relevant institutions, including the Ukrainian Free Legal Aid System and other governmental and non-for-profit institutions; identification of possible linkages for further optimization and referral (when appropriate).	Assessment Report, map and recommendations
Review and assessment of the effectiveness of the functionality of the current CRH (regulatory framework, structure, characteristics, tools, processes, physical layout).	
Development of a concept for desirable structures (“to be”) – Development of a CRH structure, description of business processes and space allocation, as well as a Referral Mechanism between the prosecution and other relevant institutions (together with the relevant actors: Free Legal Aid System, etc.)	Detailed Terms of Reference for a new CRH
Definition of required resources (from the perspective of the effectiveness of business processes)	Resource Map
Preparation of the Final report.	Final Report

Under the overall supervision of the management of the Council of Europe Project “Continued Support to the Criminal Justice Reform in Ukraine”, the Business Process Analyst works closely with the Services Expert and reports directly to the CRH Project Manager (PM) via regular meetings (daily/by-weekly/weekly depending on the task assigned).

Draft papers (reports, maps, etc.) will be discussed at regular intervals with the PM; a final Report is expected to be produced to complete the assignment and submitted to the management of the Council of Europe Project “Continued Support to the Criminal Justice Reform in Ukraine” and CRH PM.

Qualifications and Competencies

Education

- University degree in law, public administration, management or other relevant fields.

Skills and Experience

- 3-5 years of relevant professional experience in the area of management, organisational development/change management, processes analysis (previous experience with public agencies and governmental authorities, justice sector stakeholders would be an asset);
- Proven experience in conducting work process analysis with an aim to streamline internal processes;

- Ability to identify and interpret existing regulatory framework, business processes, services and its components in order to conduct detailed analysis, bottleneck detection and develop recommendations;
- Excellent interpersonal skills and ability to operate and deliver under time pressure in complex environment.

Language

- Excellent knowledge of Ukrainian (mother tongue level);
- An advanced level of written and spoken English is essential.

Short-term consultant: Services Expert

Employer: Justice Cooperation Internationale

The main objective of the short-term expert’s assignment is to provide recommendations on the redefinition of the CRH services (at GPO and regional level) and on a sustainable implementation.

Tasks:

The following table provides key tasks and activities to be performed by the Expert, as well as timeframe and the deliverables.

Task	Deliverable
Assessment of the CRH primary & secondary services (methodology of service provision and personnel function) from the perspective of compliance with customer (citizen) care concept	Assessment Report and Recommendations
Development of a revised CRH services concept - mechanisms and procedures for service provision	Detailed Terms of Reference for a new CRH
Definition of required resources (from the customer care perspective)	Resources map
Development of tools required for the CRH Service Provision	Draft documents: guidelines, SoPs, forms, etc.
Preparation of the Final report	Final Report

Under the overall supervision of the Key expert of the EU funded Project “Support to the Justice Sector Reforms in Ukraine”, Services Expert works closely with the Business Process Analyst and reports directly to the CRH Project Manager (PM) via regular meetings (daily/by-weekly/weekly depending on the task assigned).

Draft papers (reports, guidelines, etc.) will be discussed at regular intervals with the PM; a final Report is expected to be produced to complete the assignment.

Qualifications and Competencies

Education

- University degree in public administration, public management, or other relevant fields

Skills and experience

- 3-5 years of relevant professional experience in the area of public sector management, with the focus on service provision development;
- Sufficient knowledge of customer service specifics for public and/or private institutions;
- Proven experience in documenting rules/procedures, development of strategic documents for public sector or private institutions;
- Experience conducting similar assignments as an asset;
- Excellent interpersonal skills and ability to operate and deliver under time pressure in complex environment.

Language

- Excellent knowledge of Ukrainian (mother tongue level);
- An advanced level of written and spoken English is essential.

APPLICATIONS

Candidates must submit the following documents in English or Ukrainian:

- a) Curriculum Vitae (maximum length: 3 pages);
- b) Brief cover letter.

Contact point for the position of Business Process Analyst

Olga Dubinska

+380 44 425 0262 ext. 108

Applications for the position of **Business Process Analyst** should be submitted by email to the following address: kyiv@coe.int indicating "Business Process Analyst application" in the subject field.

Contact point for the position of Services Expert

Applications for the position of **Services expert** should be submitted by email to the following address, indicating "Services expert" in the subject field: office@justicereformukaine.eu

For any further information, you may contact:

agigauri@incgeo.org

SELECTION PROCEDURE AND CRITERIA:

Only short-listed candidates will be contacted and invited to the interview. The selection will be carried out on the basis of assessment of the candidates' education, relevant experience and skills in terms of their compliance with the qualification criteria.