

**Terms of Reference
For
Selection of an Individual Consultant**

Job #	N/A
Job Title	Jr Consultant (iLab)
Number of Positions	1
Location	Dhaka, Bangladesh
Appointment	Local Hire
Job Posted	TBA
Closing Date	TBA
Language	Bangla [Essential]; English [Essential]
Appointment Type	Time-Based. Duration: 11 months (Further extension is subject to the performance of the incumbent and availability of funds)

Background of the Project:

The Aspire to Innovate (a2i) Programme builds on the Government of Bangladesh's efforts to introduce a citizen-centric culture of innovation in civil service to improve service delivery and make services more inclusive, affordable, reliable, and easier to access. This project will provide support to establish institutional mechanisms and improve accountability to accelerate SDG achievements in Bangladesh.

This project will have three components:

1. Institutionalizing Public Service Innovation and Improving Accountability
2. Catalyzing Digital Financial Services and Fintech Innovations
3. Incubating Private Sector-enabled Public Service Innovation

Background of the assignment:

The Aspire to Innovate (a2i) Programme of the Government of Bangladesh promotes citizen-centric innovation to improve public service delivery by reducing time, cost, and visits (TCV) while enhancing inclusiveness and user satisfaction. Under the iLab, initiatives are supported that strengthen participatory approaches, evidence-based service design, and the use of digital tools to incorporate user feedback into public sector innovation.

Aspire to Innovate (a2i) Programme is looking for a **Junior Consultant (iLab)** who will provide support in coordinating stakeholders, assisting in ideation and development of innovation projects, supporting prototyping and monitoring activities, and contributing to documentation and communication of innovation initiatives.

Objectives of the assignment:

- Assist in coordinating and facilitating meetings, workshops, and brainstorming sessions with government agencies, private sector partners, universities, and other stakeholders
- Assist in the ideation, planning, and development of innovation projects and initiatives to foster creative solutions.
- Support the monitoring of ongoing innovation projects by gathering data, tracking progress, and documenting project activities.
- Assist in the prototyping, testing, and scaling of new solutions.
- Provide logistical and administrative support for innovation initiatives.
- Develop infographics, and communication materials to showcase innovation projects.

- Support the development and implementation of citizen-friendly and citizen-centric public service processes under the a2i Innovation Fund through research, coordination, and stakeholder engagement.
- Assist in strengthening strategic partnerships and managing expert support to promote capacity-building and institutionalization of citizen-centric approaches within government.
- Contribute to the development, review, and facilitation of approval of strategies, guidelines, and frameworks related to citizen-centric public services.
- Support the promotion of an innovation culture by coordinating innovation challenges, competitions, and related activities across government institutions.
- Assist in conducting quantitative and qualitative analyses of citizens' needs and service delivery challenges to inform evidence-based and innovative public service solutions.

Scope of work, Duties and Responsibilities:

The assignment will focus on the following areas and activities:

The Junior Consultant (Innovation Lab) will undertake the following key responsibilities:

- Support the design, development, and implementation of citizen-friendly public service processes, ensuring alignment with principles of accessibility, inclusiveness, transparency, and efficiency.
- Conduct quantitative and qualitative analyses of citizens' needs, challenges, and feedback to generate evidence-based insights for service improvement.
- Utilize data and research findings to support the development of innovative, practical solutions aimed at improving service delivery outcomes and citizen satisfaction.
- Support the translation of the Know Your Customer (KYC) study findings into actionable recommendations for service design and redesign.
- Assist in developing and coordinating collaborations with national and international organizations to promote citizen-centric governance and facilitate knowledge-sharing of global best practices.
- Support the mobilization and coordination of technical resources to strengthen citizen engagement and innovation initiatives.
- Assist in establishing, coordinating, and maintaining a pool of experts to support the design of tools, methodologies, and approaches for citizen engagement.
- Support the planning and coordination of capacity-building initiatives for government officials to adopt and apply citizen-centric approaches in public service delivery.
- Assist in the design, deployment, and operationalization of digital participation and feedback mechanisms within government systems.
- Support the integration of participatory mechanisms—such as surveys, polls, consultations, and feedback tools—into government planning, policy formulation, and service delivery cycles.
- Assist in drafting, reviewing, and facilitating approval of policies, strategies, guidelines, and frameworks aimed at institutionalizing citizen-centric public services and participatory practices.
- Provide technical and coordination support to government agencies to adopt, pilot, and mainstream citizen-centric strategies within their operational frameworks.

Required Competencies:

Technical Competencies

1. Innovation Project Support & Experimentation

- Ability to support design, piloting, and scaling of innovation initiatives under a2i Innovation Lab.
- Understanding of innovation lifecycle (problem identification, ideation, prototyping, piloting, learning, iteration, and scale-up).
- Capacity to assist in experiment documentation, learning notes, pilot results, and evidence generation.
- Familiarity with agile and adaptive management approaches used in innovation labs.

2. Innovation Proposal & Concept Note Development

- Ability to assist in preparing innovation concept notes, pilot proposals, and scale-up notes aligned with a2i's innovation framework.
- Skills in structuring problem statements, innovation hypotheses, solution design, experimentation plans, timelines, and cost estimates.
- Ability to align innovation proposals with GoB priorities, Digital Bangladesh / Smart Bangladesh agenda, and SDG-linked outcomes.

3. Prototyping & System Design

- User-Centred Design (UCD): Basic knowledge of UCD principles to design research that includes input from the end-users, especially citizens, in the context of digital services.
- Prototyping Tools: Familiarity with basic prototyping tools like Figma or Adobe XD (helpful if the role includes assisting in digital service design or enhancement).

4. Government Innovation System & Stakeholder Engagement

- Working knowledge of GoB institutional structures, ministries, departments, and field administration relevant to innovation pilots.
- Ability to support coordination with government counterparts, service delivery agencies, startups, academia, and development partners.
- Capacity to document stakeholder consultations, co-creation sessions, and innovation workshops.

5. Collaboration and Communication Tools

- Project Management Tools: Basic knowledge of tools like Trello, JIRA, or Asana to collaborate within teams and manage research timelines effectively.
- Communication Tools: Proficiency in Microsoft Office Suite (Word, Excel, PowerPoint) and possibly Google Workspace for documentation, reporting, and presentations.

6. Documentation and Reporting

- Technical Report Writing: Ability to produce clear, structured, and well-documented reports with findings and recommendations.
- Presentation Skills: Comfort with creating presentations that clearly explain technical information to a non-technical audience, such as policymakers or citizens.
- Policy Analysis: Ability to assess and research policies and draft recommendations that are in line with strategic goals for digital transformation.

7. Problem-Solving and Critical Thinking

- Analytical Thinking: Ability to analyze complex problems, identify core issues, and suggest technology-driven solutions.
- Creative Problem-Solving: Developing innovative approaches to overcome challenges, especially in resource-constrained environments.

Functional Competencies

1. Innovation-Oriented Communication

- Ability to translate technical and innovation concepts into clear, concise written outputs (briefs, concept notes, learning summaries).
- Skills in documenting innovation discussions, design sessions, and pilot reviews.

2. Adaptive Planning & Rapid Execution
 - Ability to work in fast-paced, iterative environments with shifting priorities typical of innovation labs.
 - Capacity to support rapid adjustments to pilots, work plans, and experimentation timelines.
3. Analytical & Evidence-Based Thinking
 - Ability to support analysis of pilot data, user feedback, and performance metrics.
 - Skills in identifying what works, what doesn't, and why, to inform iteration and scale-up decisions.
4. Precision in Innovation Documentation
 - High accuracy in innovation reporting, pilot documentation, financial records, and system updates.
 - Ability to maintain traceability of innovation decisions, approvals, and learning outcomes.
5. Collaborative Innovation Support
 - Ability to work closely with innovation leads, designers, technologists, policy teams, and government counterparts.
 - Willingness to support cross-sector experimentation and co-creation processes.
6. Rapid Learning & System Absorption
 - Ability to quickly learn a2i innovation frameworks, toolkits, playbooks, and digital systems.
 - Capacity to absorb new methods such as design thinking, behavioral insights, and agile delivery.
7. Innovation Ethics & Compliance
 - Understanding of ethical considerations in experimentation, data use, and citizen-centric innovation.
 - Ability to maintain confidentiality, transparency, and compliance in innovation pilots and partnerships.

Supervision and Performance Evaluation:

The **Junior Consultant (iLab)** will be working with the **Innovation Lab** team under the **Innovation** cluster of the Aspire to Innovate Programme. The project authority, a2i will conduct a performance evaluation. After 11 months of the contract period, further continuation of the contract will depend upon the satisfactory performance and availability of funds.

Deliverables and Timeframe:

The assignment will be for 11 months. Completed tasks under each area and activity will be as follows:

Deliverables	Timeline
<ul style="list-style-type: none"> • Support the preparation and submission of seven (07) Know Your Customer (KYC) Study reports through assistance in data collection, analysis, documentation, and review. • Assist in drafting, compiling, and submitting the Workbook for Citizen-Friendly Public Services to the relevant government authorities for approval. • Support the finalization of the Standard Operating Procedure (SoP) for conducting Know Your Customer (KYC) studies. • Assist in drafting, reviewing, and submitting the e-Participation Guideline to the relevant government authorities for approval. • Support the development and documentation of the matrix and scoring methodology, data collection tools and protocols, and Standard Operating Procedures (SoP) for local-level ranking of government offices on e-Participation. 	11 Months

<ul style="list-style-type: none"> • Support the development and documentation of the concept framework, matrix, and scoring methodology, data collection tools and protocols, and Standard Operating Procedures (SoP) for local-level ranking of citizen-friendly public services. • Assist in updating and refining the Digital Empathy Training Manual in line with citizen-centric public service principles. 	
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The incumbent will perform other related duties and responsibilities as and when required and assigned. The incumbent should function as an effective team member.

Reports:

The incumbent will be paid on a deliverables basis. The incumbent will be delivered in monthly instalments after completing each deliverable.

Duty Station: Dhaka, Bangladesh.

Requirements for Experience and Qualifications:

Academic Qualifications:

- Minimum Bachelor's degree in any discipline from any reputed public/private University

Experience:

- At least 4 years of experience in any national/ international organization
- At least 2 years of work experience in Project Implementation.