

Terms of Reference

For
Selection of an Individual Consultant

Job #	N/A
Job Title	Jr Consultant (a2i Innovation Fund)
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 a2i Innovation Fund, 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.

The Aspire to Innovate (a2i) Programme is seeking to recruit a **Junior Consultant (a2i Innovation Fund)** who will be responsible for assisting in the coordination of innovation activities, supporting research and stakeholder engagement, and translating citizen and user insights into actionable recommendations for improving public services.

Objectives of the assignment:

- Assist in executing e-participation strategies, including coordinating tasks and activities that promote citizen engagement and digital inclusion.
- Conduct background research on best practices, new technologies, and international trends in e-participation, and collect and organize data related to user engagement, platform performance, and citizen feedback.
- Assist in organizing meetings, workshops, and consultations with government agencies, civil society organizations, and private sector stakeholders to foster collaboration on e-participation initiatives.

- Support to maintain and improve e-participation platforms by coordinating updates, troubleshooting issues, and ensuring content is current and accessible.
- Input and manage data from surveys, citizen feedback, and other sources on e-participation platforms.
- Maintain accurate records and generate reports for monitoring and evaluation purposes.
- Assist in preparing reports, presentations, and documentation for internal and external stakeholders.
- 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 (a2i Innovation Fund) 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 Fund Operations & Grant Management

- Ability to support day-to-day operations of the a2i Innovation Fund, including call management, screening, and grant administration.
- Understanding of innovation grant cycles: call for proposals, selection, contracting, disbursement, implementation, monitoring, and closure.
- Capacity to maintain grant tracking sheets, fund pipelines, and portfolio dashboards.

2. Technology Familiarity

- Understanding of Digital Government Services: Knowledge of how technology is applied in government services and public administration, including the basics of e-governance.
- Experience with Basic Programming: Familiarity with languages such as Python or JavaScript (for simple automation or analysis tasks), especially in data scraping or data analysis.
- Technology Assessment: Ability to analyze and assess new technologies and digital tools for their potential in public services and governance.

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. 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.

5. 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.

6. Innovation Fund Monitoring & Reporting

- Ability to support monitoring of funded innovations, including milestone tracking, deliverables, and reporting compliance.
- Skills in compiling periodic fund performance reports, portfolio summaries, and progress dashboards.
- Understanding of innovation KPIs, pilot success indicators, and learning metrics used for fund decision-making.

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. Fund-Centric Communication & Coordination

- Ability to draft fund-related communications, including call announcements, clarification notes, grantee correspondence, and review summaries.
- Capacity to coordinate with grantees, evaluators, fund committees, financial teams, and government counterparts.

2. Stakeholder Engagement

- Collaboration with Government Agencies: Effective communication and collaboration with government entities, ensuring their requirements are understood and reflected in research projects.
- Working with Cross-Functional Teams: Collaborating with designers, developers, and policy experts to create comprehensive and user-centered solutions for digital government services.
- Engagement with Citizens: Facilitating direct engagement with citizens and communities to gather feedback, conduct surveys, or organize focus groups that inform public service delivery.
- Interdepartmental Coordination: Coordination between different departments within a2i and other government organizations for seamless implementation of research outcomes and digital innovations.

3. Analytical Review & Risk Identification

- Ability to identify financial, operational, or compliance risks in funded projects.
- Capacity to support corrective actions, tranche adjustments, or documentation clarifications.

4. Policy and Strategic Analysis

- Policy Research: Conducting research to assess the implications of digital policies, understanding the regulatory landscape, and identifying opportunities for policy improvements.
- Strategic Alignment: Understanding the strategic goals of a2i and the Bangladesh government in the digital transformation process, and aligning research efforts with these goals.
- Evidence-Based Recommendations: Using data and research findings to make informed, evidence-based policy recommendations to improve public sector services.
- Regulatory Knowledge: Understanding how local and international regulations impact the design and implementation of digital services in the public sector (e.g., data privacy laws, accessibility standards).

5. User-Centered Research and Design

- User Experience (UX) Research: Conducting user research to understand the needs, behaviors, and pain points of citizens interacting with government services.
- Persona Development: Developing user personas based on research data to ensure that solutions are tailored to the target audience (e.g., citizens, public servants).
- Usability Testing: Conducting usability tests on digital platforms and services to ensure they are user-friendly, accessible, and meet the needs of the public.

6. Innovation and Problem Solving

- Innovative Thinking: Ability to think creatively and propose innovative solutions to complex problems in public service delivery through technology.
- Solution-Oriented Approach: Focus on providing practical, scalable solutions for improving efficiency, transparency, and accessibility in government operations.
- Iterative Improvement: Adopting an iterative approach to problem-solving, testing solutions, gathering feedback, and refining them based on real-world results.

7. Community and Public Engagement

- Citizen-Centric Approach: Ensuring that all research and recommendations put citizens' needs and accessibility at the forefront of digital government services.
- Public Awareness Initiatives: Supporting efforts to raise public awareness about digital services and educating citizens on how to use them effectively.

- Feedback Mechanisms: Implementing mechanisms (e.g., surveys, focus groups) to gather continuous feedback from users of government digital services to ensure continuous improvement.

Supervision and Performance Evaluation:

The **Junior Consultant (a2i Innovation Fund)** will be working with the **Citizen Innovation** 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. • 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. 	11 months

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
- A Master's degree, preferably an MBA, will be considered an asset

Experience:

- At least 4 years of experience in a private/ public organization.
- At least 2 years of experience in IT project management/ IT consulting role/ e-service
- At least 3 years of experience in innovation management/ partnerships/project implementation.
- At least 2 years of experience working on government projects