

TERMS OF REFERENCE

for Consulting Services (Individual Consultant)

Administration Support Specialist

Contract No. LEARN-IC-NIO-10

Lifting Education Access and Resilience in Times of Need in Ukraine Program

URTF Grant No. TF0C5794

I. BACKGROUND

Ukraine and World Bank have signed the agreements for the Program "Lifting Education Access and Resilience in times of Need in Ukraine Program" (hereinafter referred to as the LEARN or Operation).

The Operation total financing is US\$415 million using a combination of the World Bank's financial instruments: Program-for-Results (PforR) complemented by Investment Project Financing (IPF).

The Program-for-Results (PforR) is implemented through a US\$235 million credit provided by Bank resources, supported by credit enhancement from the Advancing Needed Credit Enhancement for Ukraine (ADVANCE Ukraine) Trust Fund, which is backed by the Government of Japan. This is formalized under the Financing Agreement between Ukraine and the International Development Association for the Program (CREDIT NUMBER 7626-UA). An additional US\$150 million is provided under the Special Program for Ukraine and Moldova Recovery (SPUR) of the International Development Association (IDA) Crisis Facility, as outlined in the Loan Agreement between Ukraine and the International Bank for Reconstruction and Development for the Program (LOAN NUMBER 9721-UA).

Furthermore, US\$30 million in Investment Project Financing (IPF) is secured under the Grant Agreement between Ukraine and the International Bank for Reconstruction and Development and the International Development Association, acting as the administrator of the Ukraine Relief, Recovery, Reconstruction, and Reform Multi-Donor Trust Fund (URTF GRANT NUMBER TF0C5794).

Hereinafter, the portion of the Operation financed through the PforR will be referred to as the Program, and the portion financed through the IPF will be referred to as the Project.

LEARN was developed to address critical challenges and provide essential support to the education sector, aligning with the Ministry of Education and Science's (MoES) Strategic Action Plan.

The Operation will focus on supporting the Strategic Action Plan Priority 2: School education and the New Ukrainian School (NUS). The continuation of the NUS reform is a key priority of the MoES.

The objectives of the Operation are to (i) improve teaching and learning conditions; and (ii) strengthen management capacity of the education system.

For this program, "teaching and learning conditions" refer to three critical factors of education service delivery:

- i. safety, including shelters as a pre-condition for schools to open for in-person learning and free and inclusive school bus transportation for students living further distances from schools;
- ii. learning materials, especially updated textbooks and age-appropriate learning materials in line with the NUS model; and
- iii. teachers trained on NUS standards, principles, and the use of the updated learning materials.

Meanwhile, "management capacity of the education system" refers to institutional capabilities to plan, allocate, and monitor resources based on robust data at the student and school levels.

The NUS Implementation Office (NIO) will be established by the Ministry as an advisory and consultative body. The NIO's primary purpose is to support and implement the New Ukrainian School (NUS) reform by providing expert guidance, strategic oversight, and coordination of reform initiatives across Ukraine.

II. OBJECTIVE

The objective of this assignment is to provide administrative and operational support to ensure the smooth functioning of the NUS Implementation Office. The Administration Support Specialist will assist in operational activities, support team management processes, and facilitate HR-related tasks to enhance the efficiency of the Office.

III. SCOPE OF SERVICES

The Consultant shall provide the following services, including but not limited to:

- Support the operational activities of the Office, ensuring the timely execution of administrative tasks.
- Assist the Operational Deputy in day-to-day operations, document preparation, scheduling, and coordination of meetings.
- Provide support in team management and HR processes, including maintaining records, processing documentation, and assisting with onboarding procedures.
- Ensure smooth administrative workflows by handling correspondence, organizing files, and managing office supplies.
- Assist in organizing events, workshops, and internal meetings, ensuring logistics and documentation are in place.
- Prepare and maintain reports, meeting minutes, and internal communications as required by the Operational Deputy.
- Support other administrative functions to enhance efficiency and coordination within the Office.

IV. REPORTING

Administration Support Specialist reports to the Head of the NUS Implementation Office and Operation Coordinator. The Consultant shall submit monthly reports in hard copy.

V. PROVIDED RESOURCES

MoES shall provide the Consultant with the information necessary to carry out his/her assignment in a timely manner. MoES shall provide the Consultant with a workplace, including necessary equipment to carry out his/her functions (e.g. PC, communications and office equipment).

VI. QUALIFICATION REQUIREMENTS

Minimum requirements (mandatory):

- At least 2 years of professional experience in administrative support, office management, or a related field.
- Strong organizational and time management skills.
- Experience in HR-related processes, documentation management, or team coordination.
- Proficiency in Microsoft Office Suite (Word, Excel, PowerPoint) and other administrative tools.
- Advanced proficiency in Ukrainian and English.

Desired Skills and Qualifications:

- Experience in an educational or governmental institution is an asset.
- Strong communication and interpersonal skills.
- Ability to multitask and prioritize tasks efficiently.
- Problem-solving skills and attention to detail.
- Ability to work independently and as part of a team.

VII. PERIOD AND LOCATION OF EMPLOYMENT

The Consultant shall provide his/her services until August 31, 2027. The contract may be extended subject to satisfactory performance and mutual agreement between the Consultant and the Ministry of Education and Science (MoES) during the Operation financing period.

The Consultant shall provide his/her services on a full-time basis.

The incumbent will be based in Kyiv, Ukraine. The Consultant should be required and expected to take business trips to other regions of Ukraine to support implementation of the Operation .

Contract terms are subject to negotiation.

VIII. APPLICATION PACKAGE

Interested persons should submit their CVs in Ukrainian and English at the following email address: oleksandr.radchenko@uiherp.org Cc: serhiy.artemenko@uiherp.org indicating the email subject: "LEARN: Selection of Administration Support Specialist: [NAME]".

The deadline for submission of the documents is 11:00 am Kyiv time April 17, 2025.

If the Consultant fails to provide CVs in both languages, the Client reserves the right to reject the Consultant's application.