

# TERMS OF REFERENCE FOR EXPERTS

Terms of reference for on-site activities and missions

**Action code and partner country:** SOCIEUX 2022-30 NIGERIA

**Action title:** Improving service delivery for business owners in Edo State

**Partner institution:** Edo State Skills Development Agency (EdoJobs)

**Activity number and title:**

*Activity 1:* Assessment of needs and build-up on the roadmap to improve services for business owners

*Activity 2:* Elaboration of Mentorship and coaching guide for entrepreneurship development

*Activity 3:* Training on better service provision for business owners

*Activity 4:* Post-training follow-up and creating monitoring and evaluation framework

**Date of implementation of activities:**

*Activity 1:* March, 20 – May 1, 2023 (remote)

*Activity 2:* May, 15 – June, 30, 2023 (remote)

*Activity 3:* July, 10 – August, 30, 2023 (remote)

*Activity 4:* September, 11 – October, 31, 2023 (remote)

**Expert positions and responsibilities (by activity):**

**Principal expert (Expert 1):** Employment Services, Entrepreneurship, Self-employment;  
Service delivery

**Expert 2:** Employment Services, Entrepreneurship  
Human resources management & development; individual capacity building

*The same principal expert will be mobilized for the four activities.  
For Expert 2 please refer to specific terms of references for each activity.*

**Workload:**

Expert 1 (principal) : 76 days (20+20+17+19 days)

**Call for experts' reference:** 22-30/NRA/1-2-3-4

**Version - #:** 2 ☒ Draft

☐ Final

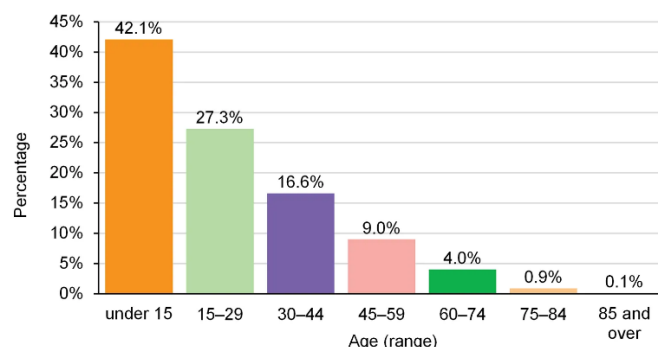
**Date:** 7 February 2023

## 1 BACKGROUND INFORMATION

### 1.1 Country overview

The Federal Republic of Nigeria is a multi-ethnic and culturally diverse federation of 36 autonomous states and the Federal Capital Territory. Its capital is Abuja. Total population is of roughly 200 million people, making it the most populous country in Africa. It represents nearly half of West Africa's population and it has one of the largest youth populations in the world (70% of the population is under the age of 30).

Nigeria age breakdown (2019)



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It is the largest economy in Sub-Saharan Africa, followed by South Africa<sup>1</sup>. The country is highly dependent on oil, although revenues have declined in recent years. The agricultural sector and services are growing.

Nigeria's GDP is growing slower than its population due to the structure of the economy. In fact, economic growth is still too dependent of oil price fluctuation. Oil revenues contribute to two thirds of state revenues and 8.6 per cent of GDP. Between 2006 and 2015, Nigeria's GDP grew at an average of 5,7 per cent per year thanks to the oil price growth, and experimented a drastic decrease, above 2 per cent, following the resource price crash. Currently, others sectors, such as agriculture, which employs about half of the labour force and contributes to nearly a quarter of GDP, trade, mining and quarrying, manufacture and information and communication are other major economic sectors for national GDP.

The war against Boko Haram and other terrorist groups in the northeast has had a strong impact on the security landscape in the country since 2011.

Inflation is rising in the country especially following the world pandemic and is pushing millions of Nigerians into poverty.

Nigeria has made socio-economic progress in the recent years, however its human capital development ranked 150 out of 157 in the World Bank's 2020 Human Capital Index.

It's Human Development Index ranks at 0,535 which puts the country at the Low HD category, positioning it at 163 out of 191 countries and territories<sup>2</sup>.

**Edo State**, where the partner institution, the **Edo State Skills Development Agency** is located in a South-South geopolitical zone of Nigeria; its population is about 8 million people in 2022.

### 1.2 Sector situation

Nigeria is not exempt from the global trend of rising unemployment. The rate at which the labour force is growing is faster than the rate of job creation. It's estimated that over 43% of the potential working population in Nigeria is either unemployed or underemployed<sup>3</sup>. Another

<sup>1</sup> [GDP \(current US\\$\) - Sub-Saharan Africa | Data \(worldbank.org\)](https://data.worldbank.org/SD/SD.GY.DT.ZS?locations=SS)

<sup>2</sup> [Specific country data | Human Development Reports \(undp.org\)](https://data.undp.org/country-profiles/nigeria)

<sup>3</sup> [Skills Development for Youth Employment - SKYE \(giz.de\)](https://www.giz.de/en/pressroom/press-releases/skylab-skills-development-for-youth-employment)

specificity and challenge of the structure of labour market, is the very low labour productivity, especially in the agriculture sector and in the urban informal sector (trade).

Nigeria developed the **National Action Plan on Employment Creation 2009-2020** which focused on the following aspects: promoting employment and income generation opportunities for youth and women through coherent policies on employment and economic growth, eliminating the worst forms of child labour through support for education and skills development, promoting good governance of labour migration, strengthening HIV prevention and social protection programmes in the world of work, combatting human trafficking and forced labour.

The ILO worked with Nigeria through the **Decent Work Country Programme from 2015-2018**. The ILO considers four strategic objectives of decent work which are: rights at work and international labour standards, employment and income opportunities, social protection and social security and tripartism. There are some challenges in Nigeria, mainly concerning job creation (incapacity of the economy to generate employment at the rate of rise of population), guarantees of rights at work (impossibility to unionize), extension of social protection, and promotion of social dialogue. The ILO CO- Abuja is supporting the Government of Nigeria through the Federal Ministry of Labour and Employment (FMLE) and the social partners to develop the **country's third DWCP that spans from 2023 until 2027**.

The GIZ works in Nigeria through the **Skills Development for Youth Employment (SKYE)** programme from 2018 until 2023 and focuses on promoting needs-based technical and vocational education and training and youth employment in Nigeria.

**Unemployment** in Nigeria does not only concern unskilled workers, but also highly skilled people including graduates of universities and of other institutions of higher learning.

The bulk of new employment in recent years in Nigeria has been in the informal economy, which entails precarious, poorly paid with few benefits and not covered by labour legislation or social protection. Recent estimates suggest that informal employment account for more than 80% of total non-agricultural employment in Nigeria<sup>4</sup>.

According to the Nigeria's unemployment figures released by the National Bureau of Statistics (NBS), the South-South geopolitical zone is the most affected region with 37.0% unemployment rate, followed by the South East with 29.1%, the North Central with 27.9%, the Northeast with 27.9%, North West with 26.3%, and the South West with 18.0%.

The report states that Nigeria's Unemployment Rate has risen from 27.1 per cent in the second quarter of 2020, to 33 per cent. Aside from making it the second Highest on Global List, the NBS report, going by analysis, shows that more than 60 per cent of Nigeria's working-age population is younger than 34.

Unemployment for people aged 15 to 24 stood at 53.4 per cent in the fourth quarter and at 37.2 per cent for people aged 25 to 34. The jobless rate for women was 35.2 per cent compared with 31.8 per cent for men.

According to the report, Edo state had the lowest unemployment in the region at 19.0% with a drop from 25.1%, underemployment stands at 34.9% with 376,734 residents recorded as unemployed and a total labour force of 1,985,765. Despite the positive change in the state, we still have a long way to go in tackling the issue of unemployment despite being on the right track.

The government which came into power in May 2015 put employment creation more specifically for youth at the center of its preoccupation.

The Edo State Government was also implied in creation of job opportunities for youth and fight against youth unemployment. The Edo State Skills Development Agency was set up to address the lack of skills and technical capacity amongst young people in the state to either start up their own business or get and retain jobs within and outside the state.

### 1.3 Role of partner institution in the sector

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<sup>4</sup> ADEBAYO O. AKINSANYA, LOLA JOHN OKUNOLA, GABRIEL BABAJIDE AGBOOLA, PETER ILESANMI OGUNDOLA, International Labour Organization Decent Work Agenda for Nigeria: Prospects and Challenges, KIU Journal of Social Sciences, Kampala International University ISSN, 2020.

Edo State Skills Development Agency is setup by the Edo State Government to create jobs and improve the skills of every citizen of Edo State. The Agency is responsible for the actualization of the State Government's mandate of creating employment opportunities, matching of personnel to job openings, improving the quality of human capacity development and delivery of skills programs in the state as part of the ways to tackle the menace of unemployment and irregular migration in the state and country at large.

Its mission is to create jobs by providing the supply of, and attract demand for a highly skilled workforce in Edo state by implementing a coordinated and effective approach to skills development and job creation in Edo State. The Agency kicked off activities in March 2017 as a program called Edojobs and was later signed into law by the Edo State House of Assembly as an Agency of the Government.

#### Key Activities of the Agency:

- State-wide sensitization and registration of jobseekers which has achieved over 300,000 enrolments
- Designing and implementing strategic programs and initiatives to tackle unemployment
- Delivery of skills programs in key sectors with high potential for employment/entrepreneurship
- Setup of business clusters and communities to incubate and accelerate local businesses in the state Collaboration with BTNET to improve TVET skills delivery in the state
- Job placements; Serving as a link between employers and Edo residents
- Setup and running of Job centres both in rural and urban communities, organising job fairs etc. to increase access to employment services across the state
- Implement programs with an inclusive approach to improve participation of women, people living with disability and vulnerable groups

#### Other objectives:

- Supporting the increase in the number of successful MSMEs state-wide through business communities, access to finance, mentorship etc.
- Coordination of skills development intervention programs (TVET inclusive) to address unemployment and skills gap in Edo State

## **2 ACTION DESCRIPTION**

### **2.1 Overall objective**

Access to employment and social protection is expanded to poor and vulnerable groups

### **2.2 Specific objective (s) (purpose)**

S. 1: Business creators and entrepreneurs are better accompanied by EdoJobs Agency

### **2.3 Expected results**

R. 1: EdoJobs counsellors dispose of specific tools to provide quality services to business owners in Edo state and can efficiently use these tools

R. 2: Monitoring and evaluation mechanisms are in place to measure the progress and efficiency of new services

### **2.4 Final deliverables**

D. 1: Assessment report specifying available programmes of support for entrepreneurs by EdoJobs, gaps, and needs for improvement including training needs, and including roadmap for improvement

D. 2: Mentorship and coaching guide for entrepreneurship development

D. 3: Training materials (e-learning modules) of ToT

D. 4.1: Report with recommendations to improve the Mentorship and coaching guide and its practical application

D. 4.2: Assessment framework for monitoring and evaluation of accompaniment provided to business owners

### **3 METHODOLOGY**

#### **3.1 General methodology (of the action)**

The proposed action focuses on supporting the Partner Institution (Edo State Skills Development Agency) in improving services delivered to business creators and business owners in Edo State.

The Partner Institution is a public body set up by the government of Edo State in charge of regional economic development, including job creation and improvement of workers' skills. As part of its action, the Agency implements programs to support beneficiaries in establishing small enterprises, running and growing them. Another axis systematically taken into consideration is efficiency of actions implemented, a specific unit within the Partner institution responsible for such follow up. More than 180 thousand persons benefited from support of Edo Jobs in 5 years (all programmes).

As of today, one of the challenges faced by Micro, Small and Medium Enterprise (MSMEs) Unit of Edo Jobs is to ensure business formalization, increased access to market and finance by proper accompaniment of business owners. It implies formalized training modules for final beneficiaries and reinforced capacities of EdoJobs counsellors.

Within the action, first, the assessment of existing support provided by the Partner Institution will be conducted. This will include assessment of programmes and tools, as well as identification of gaps and needs in order to establish a roadmap. Then a coaching and mentorship guide for entrepreneurship development will be created and specific training sessions conducted for EdoJobs counsellors. Finally, monitoring and evaluation framework will be developed to ensure the follow up of efficiency of new tools together with M&E unit of Edojobs. This will also be an occasion to collect first feedback over practical implementation of new tools, as well as to propose adjustment if needed.

The whole action will be implemented online, no on-site mission is foreseen for safety reasons. Technical assistance from SOCIEUX+ will be complimentary to other development partners' actions, including GIZ that supported the formulation of the request. GIZ representatives on site kindly offered their support of the implementation of remote cooperation, accompanying and facilitation peer-to-peer remote work.

To ensure more efficient peer-to-peer work and better and more sustainable understanding between the experts and the Partner Institution, it is proposed that the same principal expert should be mobilized for the four activities.

#### **3.2 Planned activities (work plan of the action)**

The following activities are currently planned for the action:

- A. 1: Assessment of needs and build-up on the roadmap to improve services for business owners
- A. 2: Elaboration of Mentorship and coaching guide for entrepreneurship development
- A. 3: Training on better service provision for business owners
- A. 4: Post-training follow-up and creating monitoring and evaluation framework

The present terms of reference cover the services expected for activities of the above work plan:

- Activities 1, 2, 3 and 4.

#### **3.3 Inclusion of cross-cutting issues**

SOCIEUX+ recognises the importance to include cross-cutting issues in social protection, labour and employment policies and systems. The following cross-cutting issues are duly taken into account:

- Gender equality;
- Good governance;

- Human rights (including rights of children, people living with disabilities, vulnerable groups and minorities); and,
- Social and economic inclusion of vulnerable groups.

## 4 ACTIVITIES DESCRIPTION

### 4.1 Tasks

The action includes four activities.

#### **For activity 1:**

The first activity will be focused on assessment of the “state of the art” of services provision to MSMEs by the Partner Institution and drafting a roadmap for improvement. This should include assessment of existing tools and programs to support SMSEs, identification of non-covered needs of beneficiaries and challenges of the Partner Institution this thematic area. The roadmap co-formulated together with the Partner institution will be based on the results of the assessment and on needs and priorities identified and propose measures to improve accompaniment of SMSEs.

The team of experts will develop peer-to-peer methodology. Without prejudice to the choice of tools by experts, methodological approaches may include remote peer-to-peer consultations, presentation of EU good practices, focus groups and questionnaires, setting and verification of hypothesis. Broader network of EdoJobs partners can be included into this diagnostics, especially the opinions needs of beneficiaries (business owners) should be considered. As the action will be implemented only on-line, without possibility of on-site cooperation in this or further activity, a special attention should be put in development of the methodology of remote assessment.

#### **For Activity 2:**

The second activity will be focused on development of practical tools to support business creators and business owners in Edo State who benefit from services by EboJobs : Mentorship and coaching guide. This guide will be based on previous assessment, as well as on good practices from EU countries relevant in Nigeria context or adjusted to it. It will be used by EdoJob counsellors as a working tool to accompany business starters and owners, to reinforce their capacities, lead them towards business formalization and growth, help them to get access to market and finance tools, better sustainability of businesses and job creation. It may also specify which kind of training business owners should receive.

#### **For Activity 3:**

The third activity is a training for counsellors of EdoJobs working with business creators and business owners (that may include a team of internal trainers identified among EdoJobs employees) in better accompaniment of beneficiaries. It will include training on the use of mentorship guide and service provision. 7 training days are foreseen.

The principal expert will lead the remote mission. He/she/they will be responsible for the delivery of all deliverables of the activity. He/she/they will be responsible for the preparation, coordination, implementation and reporting of the overall activity towards SOCIEUX+.

In the preparation phase, Experts together with the Partner Institution will develop the learning sub-objectives and define the specific target audience They will narrow and clarify the level of knowledge of the target audience of the training in collaboration with the Partner institution. It is recommended that a pre-assessment of the skills, knowledge and learning needs of the audience is made through structured interviews of key individuals at the partner institution or surveying of selected members of the audience.

A methodological note template will be provided by SOCIEUX+ during the preparation phase. Experts will choose the pedagogic content and activities format to prepare training material and make appropriate use of interactive tools such as videos, podcasts, message boards and surveys. For online trainings the majority of the activities are to be asynchronous.

Experts will define learning sub-objectives, develop engaging and diverse activities and upload content of supporting materials, such as presentation and reference reading, on the SOCIEUX+ e-

learning platform. Experts will set up means for the verification of learning progress (e.g. intermediate/final assessment). An assessment of skills and knowledge is required at the start of the training. A final assessment is expected in all cases.

Partner Institution will work together with experts in supporting the preparation and implementation of the activity. Partner Institution shall provide one or more resource person(s) to support experts in the material and technical organisation of the trainings. The organisation of the logistics necessary for the activity is of the responsibility of the Partner Institution.

During the remote implementation phase, Experts will conduct the trainings as per the methodology and agenda outlined in the methodological note approved by SOCIEUX+. The Partner Institution will have the responsibility to invite participants and ensure their attendance on the e-learning platform.

At the end of the trainings, upon assessment, an attendance certificate may be awarded to participants. Certification of participation will only be provided for trainings whereby final-scored assessments of and feedbacks by participants have been collected, via SOCIEUX+ e-learning platform.

#### **For Activity 4:**

The last activity of the action is focused on two main aspects: (1) to follow up the effective implementation of new tools and to adjust the tools themselves if needed as well as improve practice of their application and (2) to develop a framework to assess the efficiency of new tools.

The team of experts will develop peer-to-peer methodology. Without prejudice to the choice of tools by experts, methodological approaches may include remote peer-to-peer consultations, preparing and sending out questionnaires to the participants of training (act.3) who started to use the guide in their work, collecting and analysing data, individual discussion with training participants, and group work. The results of the assessment of practices will be the base for adjustment and improvement of the guide. As the activity is remote, a special attention should be put in development of the methodology of remote assessment of practices and collecting feedback from practitioners.

Set of indicators and basic monitoring and evaluation framework will be developed by experts together with identified collaborators of the M&E Unit of the Partner Institution (a working group can be set up).

#### **For each activity, expectations from the Experts' team and Partner institutions are the following:**

##### **Experts' team:**

The principal expert will lead the remote mission. He/she is responsible for the production of all deliverables of the activity (see section 4.2). He/she will also be responsible for the preparation, coordination, implementation and reporting and/or coordination of the overall activity.

The experts shall conduct the activity by means of organising remote contacts with the Partner Institution and relevant stakeholders, based on the co-developed methodology and agenda.

##### **Partner Institution:**

The partner institution shall work in collaboration with experts supporting the preparation and implementation of the activity. The partner institution shall facilitate the organisation of the activity with regards to the following aspects:

- providing or more resource-persons to support the experts in the material and technical organisation, as well as in brainstorming sessions and in elaboration of recommendations
- contributing to the technical organisation of the activity, including sharing relevant background documents, contacts and technical inputs with the experts
- convening participants to the meetings and ensuring their participation, including external stakeholders
- the material organisation on site (including premises and logistics) if needed.



**Tasks:**

Minimum tasks expected from the experts shall include:

- Ahead of the remote mission to get substantial knowledge of the local context; review any relevant background documents provided by the SOCIEUX+ Team and/or the Partner;
- Conduct preliminary contacts with the Partner in view of the preparation of the remote mission's methodology and agenda, to be transmitted ahead of the mission to the SOCIEUX+ team for approval;
- Take part to the pre-mission briefing with SOCIEUX+ team (around 1 week before the start of the mission);
- During the remote mission, to conduct consultations with the Partner's executives and staffs, as well as any other external actor that can support the positive deployment of the mission, particularly the Giz-SKYE team;
- During the remote mission, to conduct meetings, activities and discussions according to the agenda;
- To make themselves available for a remote meeting with the EU Delegation office in Nigeria;
- To present the outcomes of the mission to the partner in order to discuss and take into account comments on the contents of the deliverables before their finalization;
- At the end of the mission, timely submit to SOCIEUX+ of the final deliverables (10 working days after the mission), and be available to go through an eventual round of comments and adjustments in interaction with SOCIEUX+ and the Partner;
- To channel to SOCIEUX+ Communication officer any material that can be useful to inform the public about the activity (pictures, interviews, brief notes or articles).
- To employ the different templates and evaluation forms provided by the SOCIEUX+ team

Additionally, for the training (activity 3):

- Develop learning sub-objectives and specific target audience with the Partner institution, and co-develop the mission's methodology and agenda, to be validated by SOCIEUX+.
- Participate to the SOCIEUX+'s tour on the e-learning platform; The SOCIEUX+ Team will organise a Zoom call with the mobilised expert(s) to briefly go over the platform, explain the main utilities and address all questions that may arise. This normally takes up to 30 minutes.
- Prepare training and the assessment materials using SOCIEUX+ templates when available.
- Upload and set up the synchronous and asynchronous sessions on the e-learning platform.
- Before the start of the course, run a test of the platform with participants.
- Deliver the training sessions and the pre- and/or post-training assessments, according to planned thematical focus, modalities, teaching, evaluation method and audience.
- Provide feedback to participants on assessments and key messages to take home.
- Conduct a short session to direct participants towards the feedback [online](#) questionnaire (Participants Feedback Form - [PAF form](#)) (link/activity on the e-learning platform provided).

## **4.2 Deliverables**

### **4.2.1 *Pre-mission deliverables for each activity (to be transmitted to SOCIEUX+ FMT at least three working days ahead of each activity):***

- P1: A methodological note, detailing the working approach, tools and methods to employ, a risks analysis, etc. The Methodological Note shall not exceed 3 pages (excluding cover page and annexes).



- P2: An activity agenda, detailing the meetings and working sessions to be held, persons to meet, etc. The Activity/mission Agenda shall not exceed 2 pages.

#### **4.2.2 Final deliverables (to be transmitted to SOCIEUX+ FMT no later than ten days after the activity's completion):**

##### **Technical deliverables for Activity 1:**

- D1: Assessment report specifying available programmes of support for entrepreneurs by EdoJobs, gaps, and needs for improvement including training needs, and including roadmap for improvement

##### **Technical deliverable for Activity 2:**

- D. 2: Mentorship and coaching guide for entrepreneurship development

##### **Technical deliverable for Activity 3:**

- D. 3: Training materials (e-learning modules) of ToT

##### **Technical deliverables for Activity 4:**

- D. 4.1: Report with recommendations to improve the Mentorship and coaching guide and its practical application
- D. 4.2: Assessment framework for monitoring and evaluation of accompaniment provided to business owners

##### **Also for each of the four activities:**

- AcR: A collective Activity Report in SOCIEUX+ format (template provided). This AcR is to be produced jointly by the mission team. It is intended for the Partner Institution, and will be shared, most probably, with key stakeholders of the action. The report will reflect the tasks conducted in during the activity. It shall provide a meaningful contribution towards the final deliverables of the action.
- ExMR: An individual Expert Mission Report in SOCIEUX+ format (template provided). This report is a confidential product intended solely for and use by SOCIEUX+. The expert team may also submit a single-joint ExMR report if they prefer to do so (see instructions on the template).
- ExF: An individual completed Expert Feedback Form completed online (see instructions and link on the ExMR template).

## **5 REPORTING AND SUBMISSION OF DELIVERABLES**

### **5.1 Formats**

All deliverables and products of the activity (notes, reports, presentations, etc) shall comply with the formats and templates provided by the SOCIEUX+ Team.

All deliverables are to be submitted in electronic in electronic editable versions [Microsoft Word 97-2003 [doc], PowerPoint 97-2003 [ppt] and Excel 97-2003 [xls]; or in equivalent OpenDocument format). Non-editable electronic document such as in Portable Document Format (PDF) shall not be accepted.

Templates for electronic presentations during the activity/mission are provided by the SOCIEUX+ Team. These templates are in Microsoft PowerPoint format and comply with the SOCIEUX+ Corporate Image standards. These templates are to be used as a sole format by all members of the expert mission team. They are to be used for all presentations by the experts during and for the activity/mission. The use by the experts of their own, or their organisation(s), templates or formats are not allowed unless otherwise instructed in written [by email] to the experts by the SOCIEUX+ Team.

All versions of deliverables or other products used or produced during activity/mission by the experts shall include the following disclaimer:

"Disclaimer:

*The responsibility of this publication sole lies with its authors. The European Union, the European Commission, the implementation partners of SOCIEUX+ and the SOCIEUX+ Staff are not responsible for any use that may be made of the information contained therein."*

Please refer to the expert information package for further guidance on communication and templates.

All deliverables are to be provided in English.

## 5.2 Submission and approval

All deliverables versions (drafts, final or other) shall be submitted directly and only to SOCIEUX+ Team, unless otherwise instructed in written [by email] to the experts by the SOCIEUX+ Team.

### 5.2.1 Pre-mission deliverables

- Pre-mission deliverables shall be submitted no later than 3 working days before the start of activity.
- Pre-mission deliverables will be shared and reviewed by the SOCIEUX+ and the Partner Institution. Feedback on the deliverables should be provided to the Principal Expert at latest 2 days before the start of activity or departure of the mission of the experts, whichever is the earliest. Comments and recommendation of this feedback shall be taken into account for the implementation of the activity/mission by the experts. Only the mission agenda shall be resubmitted with revision if requested by the SOCIEUX+ Team.

### 5.2.2 Final deliverables

- The first draft versions of the final deliverables are to be submitted no later than 10 working days upon completion of the activity or return of the experts.
- Feedback to the first draft version of the report should be provided 10 working days after its submission.
- Inclusion of the feedback on drafts versions is expected 5 working days upon reception of the comments by the principal expert. (In general, no more than one round of feedback and revision is required, unless the quality of the deliverables is considered unsatisfactory by the SOCIEUX+ Team or/and the Partner Institution.)
- Final versions of the deliverables should be approved or rejected no later than 10 working days upon their submission to the SOCIEUX+ Team.
- Final payments and reimbursement of travel costs to experts can only be authorised upon approval of the final version of the deliverables by SOCIEUX+.

## 6 REQUIRED EXPERTISE

### 6.1 Expertise profile

**Principal expert (Expert 1):**

**Area(s) of expertise:** *Employment Services, Entrepreneurship, Self-employment*

**Specific skill(s) and competency(ies) of expertise:**

*Service delivery*

**Requirements (essential/required):**

- a) The education type and level required:  
"Master's" degree (or equivalent advanced academic degree or diploma requiring 4 years of formal education) in the areas of expertise (see above), or another directly related discipline. In its absence, the master's degree can be replaced by a combination of

academic degree(s) with relevant years of work/professional experience combining the area of expertise and specific skills requested:

- An intermediate academic degree ("Bachelor", equivalent degree or diploma requiring three (3) years of formal education) with an additional three (3) years of working/professional experience; or,
- A first-level academic degree ("License", equivalent degree or diploma requiring two (2) years of formal education) with an additional five (5) years of working/professional experience.

The additional work experience used in calculating academic equivalence shall not count towards the minimum general professional experience.

- b) The number of years of relevant work/professional experience within EU public administrations or academia combining the area(s) of expertise and demonstrated specific skill(s) & competence(s):  
Seven (7) years.
- c) Other essential qualification(s):
- Relevant experience in the management and/or human resources management of an employment/training/integration and/or business creation service provider or
  - Experience in development and assessment of tools to support business creators and entrepreneurs.
  - Responsibility for the deployment of specific services and/or action plans for professional integration for young people;
  - Acute sense of diplomacy and institutional relations.

**Additional assets (advantageous in selection):**

- Fluency in English, written and oral
- Previous experience of technical assistance;
- Computer fluency (Zoom, PowerPoint etc.) and good presentation skills.

**For information, Expert 2:**

**Area(s) of expertise:** *Employment Services, Entrepreneurship*

**Specific skill(s) of expertise:** *Human resources management & development; individual capacity building*

**Requirements (essential/required):**

- a) The education type and level required:
- "Bachelor's" degree (or equivalent academic degree or diploma requiring three (3) years of formal education) in the areas of expertise (see above), or another directly related discipline. In its absence, the bachelor's degree can be replaced by a combination of:
- A first-level academic degree ("License" or equivalent) with an additional two (2) years of professional experience in one or more relevant fields.  
The additional work experience used in calculating academic equivalence shall not count towards the minimum general professional experience.
- b) The number of years of relevant work/professional experience within EU public administrations or academia combining the area(s) of expertise and demonstrated specific skill(s) & competence(s):  
Five (5) years.
- c) Other essential qualification(s):

- Relevant experience in the management and/or human resources management of an employment/training/integration and/or business creation service provideror;
- Experience in supporting young entrepreneurs;
- Experience in training of trainers;
- Training engineering and facilitation of training for entry into the labour market for the benefit of the young population;
- Acute sense of diplomacy and institutional relations.

**Additional assets (advantageous in selection):**

- Fluency in English, written and oral;
- Previous experience of technical assistance;
- Computer fluency (Zoom, PowerPoint etc.) and good presentation skills.

## 6.2 Estimated workload

Activity 1 (Distance work):

	Preparation	Distance work	Reporting & deliverables	Total
Principal expert (#1)	4	10	6	20
Expert (#2)	4	10	5	19
<b>Total experts</b>	<b>8</b>	<b>20</b>	<b>11</b>	<b>39</b>

Activity 2 (Distance work):

	Preparation	Distance work	Reporting & deliverables	Total
Principal expert (#1)	4	10	6	20
Expert (#2)	4	10	5	19
<b>Total experts</b>	<b>8</b>	<b>20</b>	<b>11</b>	<b>39</b>

Activity 3 (Distance work):

	Preparation	Distance work	Reporting & deliverables	Total
Principal expert (#1)	7	7	3	17
Expert (#2)	7	7	2	16
<b>Total experts</b>	<b>14</b>	<b>14</b>	<b>5</b>	<b>33</b>

Activity 4 (Distance work):

	Preparation	Distance work	Reporting & deliverables	Total
Principal expert (#1)	4	10	5	19
Expert (#2)	4	10	4	18
<b>Total experts</b>	<b>8</b>	<b>20</b>	<b>9</b>	<b>37</b>

## 7 APPLICATIONS

### 7.1 Call for experts

All calls for experts for SOCIEUX+ activities are published online on the SOCIEUX+ website. Interested experts should submit their application on the SOCIEUX+ on-line expert database: <https://pmt.socieux.eu> (currently only available in English). The application process is:

1. If they have not already, experts create their SOCIEUX+ account by clicking on "Create an account" using an email address.
2. Login details for their account will be sent to experts by email, experts should create and submit their profile for review by<sup>5</sup>:
  - a. Providing contact details
  - b. Providing information on the competences, skills and working history of the expert. Experts are required to provide only limited information through fields marked with an asterisk. However, *experts are encouraged to complete in most detail de sections on skills and competences as the SOCIEUX+ Team also regularly reviews profiles in the roster to identify and contact potential experts for future missions.*
  - c. Uploading of a curriculum vitae, preferably in Europass format<sup>6</sup>.
3. Once their profile is approved by the SOCIEUX+ Team, they can apply to any available calls for experts accessible under the tab "Call for experts" and click on "Apply."

If more information is needed, please contact SOCIEUX+ by email at [experts@socieux.eu](mailto:experts@socieux.eu) with the reference number of the application.

Collaborative or interested institutions wishing to make expertise available for a specific call for application may directly contact the team of SOCIEUX+ at [experts@socieux.eu](mailto:experts@socieux.eu).

### 7.2 Selection of experts

In principle, SOCIEUX+ mobilises experts from the public administrations and mandated bodies of EU member states, and practitioners working for social partners, including:

- Practitioners, civil servants and employees from publicly mandated bodies;
- Collaborators and employees of social partner institutions, such as trade unions and employer associations; and,
- Academic and research institutions.

Active public experts from collaborative institutions are given priority in the selection. Private consultants may also apply. Their application will be considered in case an appropriate public expert cannot be identified.

Only short-listed applicants may be contacted. The selection process may include interviews by phone or other communication means.

Interested candidates may download the **Guide for Experts and Collaborative Institutions** with detailed information on contracting with SOCIEUX+ at [www.socieux.eu](http://www.socieux.eu)

### 7.3 Contracting of public experts

Public experts can be in active duty or retired. Retired employees from international specialised agencies or cooperation agencies can also be mobilised, without regard to their former employer's collaborating with SOCIEUX+ on a specific action. Retired experts are considered as public experts for all purposes, benefits, and financial compensation provided by SOCIEUX+.

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<sup>5</sup>SOCIEUX+ expert database and other management tools comply with the General Data Protection Regulation (GDPR) -Regulation (EU) 2016/679.

<sup>6</sup>Europass templates for CVs are available here: <http://europass.cedefop.europa.eu/en/documents/curriculum-vitae/templates-instructions>

Short-listed candidates may be required to provide the contact of employer or proof of their ability to be directly contracted under their status as civil servant or public employee.

## 7.4 Financial compensations

Contract officials or active-duty or retired employees are entitled to standard fixed allowances of 350 euros per working day worked. The fees of private consultants are negotiated according to their number of years of relevant expertise and the standard scale of SOCIEUX+.

Retired experts are assimilated to public employees for all intents and purposes, benefits and financial compensation provided by SOCIEUX+.

National regulations on remuneration and compensation of public employees and civil servants applies and may limit the payment of allowances by SOCIEUX+. The responsibility for compliance and verification lies with individual experts and their institutions of origin. The payment of income or other taxes is the sole responsibility of the mobilised experts and/or their organisations.

## 7.5 Travel costs

All travel expenses for the mobilised experts (public, private or international institutions) are covered by SOCIEUX in accordance with the **Guide for Experts and Collaborative institutions** with detailed information on contracting with SOCIEUX+ (version as on date of signature of the contract).

# 8 COMMUNICATION & VISIBILITY

SOCIEUX + can use its communication channels, such as the web, newsletter and other media, to share information about the implementation and results of the activities. For this, contributions of the experts mobilised are expected. The experts may be requested to provide such contributions in the field of communication as photographs, provide short texts, and interviews.

Short briefings, before and after the mission, with the Communication Officer of SOCIEUX+. This briefings will provide the opportunity to identify communication opportunities and strategies.

For specific activities, visibility products, such as brochures, USB sticks, notebooks and pens, can be made available to experts for on-site distribution.

# 9 CODE OF CONDUCT

The experts mobilised by SOCIEUX+ will provide technical assistance from the preparatory stages of each activity to the delivery of products. The SOCIEUX+ Team will assist experts to fulfil their assignments by supporting and advising on the preparation of background materials before meetings. The SOCIEUX+ team will collect feedback from partner institutions and relevant stakeholders to ensure that mission reports and recommendations are delivered to national authorities, the EU Delegations in the partner countries and EuropeAid.

The experts mobilised are not representing SOCIEUX+ or the EU. Technical opinions and recommendations expressed are their own. They shall not express negative opinions on the implementation of actions supported by SOCIEUX+ to third-parties. Nevertheless, they shall be aware of SOCIEUX+'s objectives and functioning, and promote its services at the best of their knowledge, whenever possible and feasible.

The experts shall perform their duties in the Partner Country in a way that is fully compliant with and respectful of the local institutions, policies and cultural behaviours. They shall particularly adopt a culturally-sensitive behaviour in their way to deal with the local counterparts.

# 10 OTHER CONSIDERATIONS

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## ABOUT SOCIEUX+

The SOCIEUX+ Facility was established and funded by the EU through the European Commission's Directorate-General for International Partnerships (DG INTPA) and Directorate-General for Neighbourhood and Enlargement Negotiations (DG NEAR). The Facility is co-funded by France, Spain, and Belgium. It is implemented by a partnership composed of Expertise France (the partnership lead), Fundación Internacional y para Iberoamérica de Administración y Políticas Públicas (FIIAPP) from Spain, Belgian International Cooperation on Social Protection (BELINCOSOC), and the Belgian Development Agency (Enabel).

The Facility's general objective is to expand and improve access to better employment opportunities and inclusive Social Protection systems in Partner Countries. Its specific objective is to enhance Partner Countries' capacity to design, manage, and monitor inclusive, effective, and sustainable employment strategies and Social Protection systems through short-term, peer-to-peer technical assistance and knowledge development.

SOCIEUX+ recognises the impact of Social Protection and employment in reducing poverty and vulnerability. It supports the efforts of partner governments in promoting inclusive and sustainable Social Protection and employment systems. SOCIEUX+ also complements the efforts made through other EU initiatives.

The Facility is an expansion of SOCIEUX Social Protection EU Expertise in Development Cooperation, established in 2013.

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