



Terms of reference

Job Title:	Individual Contractor: Tools for User Support for Programme Monitoring System (PMS)
General Expertise:	Programme Management
Category:	Programme Management
Department/Office:	Office of the High Commissioner for Human Rights (OHCHR)
Organizational Unit:	Executive Management and Management (EDM)/ Policy, Planning, Monitoring and Evaluation Service (PPMES)

Background

In 2019 OHCHR commissioned the OHCHR Results-Based Management (RBM) Evaluation that was conducted by external consultants in the second semester of 2019. The purpose of this evaluation was to assess the implementation of RBM in OHCHR between 2014 and 2018. The evaluation includes findings and recommendations in four key areas:

- (1) Accelerate efforts to foster an RBM mindset and practice within the organization.
- (2) Streamline, consolidate and simplify the Performance Monitoring System (PMS) to reduce the administrative burden and release capacity for implementation and learning. Integrate results-based planning with results-based budgeting, would involve either developing an integrated financial management platform, or extending access to UMOJA to all staff with a responsibility to implement XB funded programmes.
- (3) Strike a better balance between accountability and learning, adding human and financial capacities to the evaluation function.
- (4) Ensure that a results-culture does not evolve into a 'control-culture'.

Performance monitoring is part of RBM and it is linked to the OHCHR Management Plan that sets out the results for the 4-year programming cycle. OHCHR is monitoring activity implementation and progress towards achieving the results defined in the Annual Workplans and the OHCHR Management Plan. A web-based Performance Monitoring System was developed to enable evidence-based reporting on the basis of the programme indicators

With regard to area **2: Streamline, consolidate and simplify the PMS** the RBM evaluation states OHCHR's Performance Monitoring system, like many other such systems, is not a user-friendly tool; data entry is labor-intensive, and the products are difficult to search, read and understand. Despite its potential as a source of information and basis for analysis and knowledge, in practice, few people make use of its functionalities beyond what is mandatory. This will require actions related to provide better support, guidance and access to the data available.

This consultancy focuses on a follow up to Recommendation 2 to simplify the PMS to release capacity for implementation and learning. As a first step the existing user-interface will be consolidated.

Description of tasks

- The purpose of OHCHR's Performance Monitoring System user interface is to guide all OHCHR's staff to easily access and understand the programming data as a source of information and basis for analysis and knowledge.
- The consultant's tasks would include:
 - Conduct a review of the PMS user-interface, including the dashboards, and identify any required adjustments for enhanced user-friendliness and consolidation of the different modules. This task implies a desk review of the relevant guidance and documents (including the RBM evaluation), as well as interviews with the Policy, Planning, Monitoring and Evaluation Service (PPMES), Programme Management Officers and other relevant system users.
 - Review the existing user-support provided for major programming processes (upload) and identify options to simplify and streamline the support services, this includes the formulation of standard responses and integrating them as Q&A's in the help menu.
 - Identify the best format for technical user guidance and develop those based on the existing the 'step-by step guides' for all modules covering the key programming steps key steps (planning, budgeting, monitoring, evaluation and reporting).
 - Update discrete functions of the PMS such as descriptions related to the different reports, and explanations of the dashboards.

Deliverables

- The result of this assignment would be an updated and consistent PMS user interface that makes guidance easily accessible.
- The results of the assignment will be presented by the consultant in a workshop with PPMES for the final validation of the products.

Title & ID number of programme/project

PPMES Output 1

OEAP 3 Strategic Leadership, PPMES SB-002331

Travel

Not applicable.

Outputs/Work Assignment

The consultancy will produce the following outputs:

- The updated version of the PMS together with a user guide;
- A presentation in a workshop for validation of the product.

Expected Duration

From 01 October to 31 December 2020

Evaluation Criteria

Academic Qualifications: Advanced university degree in business administration, public administration, management, computer science or related field. A first degree in combination with a qualifying experience may be accepted in lieu of the advanced university degree.

Experience: Minimum five years of experience in project or programme management issues in complex systems. Work experience in results-based management is desirable.

Experience in the field of programme management, project coordination, designing, developing and implementation of line of business systems and providing user support in the UN or international context is an advantage.

Language: Fluency in oral and written English is required.

Others: (i) Good knowledge of W3C web standards, Semantic Markup (XHTML / CSS, DOM etc.);
(ii) Good understanding of front-end web design.

Consultants interested in participating in the selection process for this programme management consultancy, please register in Inspira.un.org and send us your updated CV and UN Personal History Profile (PHP) downloaded from your Inspira profile page to thirano@ohchr.org.