**Terms of Reference No. 24**

Position: **Senior non-key expert (SNKE) for organisation of training for the National Employment Service (NES) staff working as trainers (work with employers; work with difficult clients; training in counselling skills).**

Senior Non-key expert engaged in the project **Component 2 Building capacities of the relevant actors in the field of employment (MoLEVSA[[1]](#footnote-1), NES, LSG[[2]](#footnote-2)s and other actors) to better perform their tasks related to implementation, monitoring and evaluation of ALMP[[3]](#footnote-3)s** will provide support to the MoLEVSA, NES and the Technical Assistance Team (TAT) to organise training for the NES staff working as trainers (i.e. work with employers; work with difficult clients; training in counselling skills).

1. **Project Background**

The overall objective of the project is **to enhance employment and employability of the labour force focusing on youth, persons with disabilities, long-term unemployed and women (Impact).**

The specific objectives (Outcomes) of this contract are as follows:

* To support the MoLEVSA, NES and LSGs in improving effectiveness of ALMPs through improved design and analytical base for their implementation **(Outcome 1)**
* To build capacities of the relevant actors in the field of employment (MoLEVSA, NES, LSGs and other actors) to better perform their tasks related to implementation, monitoring and evaluation of ALMPs **(Outcome 2)**
* To ensure that Serbian institutions and other relevant actors are supported to meet the requirements of cohesion policy and participation in the European Social Fund **(Outcome 3)**
* To support piloting of Youth Guarantee Programme **(Outcome 4)**

The SNKE will provide support to **Component 2** “**Building capacities of the relevant actors in the field of employment (MoLEVSA, NES, LSGs and other actors) to better perform their tasks related to implementation, monitoring and evaluation of ALMPs”** within which, the following outputs are to be achieved**:**

**Output 2 Capacity for design, implementation, monitoring and evaluation of active labour market policy enhanced**

**Output 2.2** Capacities of the NES for implementation and monitoring of ALMPs enhanced

1. **Reference document**

Terms of Reference (ToR) of the Project: NEAR/BEG/2022/EA-RP/0105, “Technical Assistance on implementation, monitoring, and evaluation of employment policy at national and local level and strengthened capacities to participate in ESF”.

1. **Terms of Reference Relevance**

This mission will be carried out in the framework of the project activities as described in the ToR, Project Proposal, and the Project work plan. The assignment will contribute to the achievement of Component 2 by providing the necessary expertise in the organisation of training for the NES staff working as trainers: work with employers; work with difficult clients; training in counselling skills.

1. **Assignment objective(s)**

The SNKE expert will provide support to the following project activity:

|  |  |
| --- | --- |
| **Activity 2.2.6** | Organise training for NES staff working as trainers (work with employers; work with difficult clients; training in counselling skills) |

The activity 2.2.6 will be implemented in line with the NES internal procedures related to training and in agreement with the NES Sector for Human resources and its Unit for training.

1. **Main tasks**

During the implementation of this activity and organisation of the training for NES staff working as trainers, the SNKE will conduct the following tasks:

* **Determining and agreeing on topics to be included in training of trainers.** The following topics are expected to be included in the training of the NES internal trainers (in line with the Project ToR):
* working with employers;
* working with difficult clients and,
* training in counselling skills.

The developed training programme shall be based on the findings and outcomes of the analyses of the specific areas, more concretely working with employers and/or improvement of counselling tools (i.e., IEP[[4]](#footnote-4), statistical profiling). Outputs of related activities will be provided to the selected SNKE.

If it is considered as necessary by the Beneficiaries (NES and MoLEVSA) also other topics can be included in the Train-the Trainers programme based on agreement with the beneficiaries.

* **Developing a train-the training (ToT[[5]](#footnote-5)) programme**
* ***Trainer’s competences for conducting training***

The need for the delivery of this module will be discussed with the Sector for Human Resources and the NES internal trainers, and delivered in line with the identified needs.

* ***Technical part***

It should include three already above-mentioned training topics. The final content of ToT programme will be adjusted to the actual needs of NES in order to improve services and the quality of work with clients.

*For each training module the following will be defined* *and be presented in a form of a training manual to be utilised by the NES internal trainers:*

* Training learning outcomes;
* Training module curriculum, the relevant resources, templates, worksheets, examples of good practices, etc.;
* The tool for gathering the participant’s feedback;
* Reporting on implementation of the training module;
* **Delivering Train-the trainers programme:** the ToT training programme will be prepared in duration of approximately 2 days for each training module and various interactive pedagogical methods and techniques to be used. For self-learning tasks to be included clear instructions and guidelines to be elaborated by the SNKE.
* **Supporting the NES internal trainers in their delivery of this training:** SNKE in cooperation with the TL and KE2 shall provideon-going support to the NES internal trainers in delivery of the training. SNKE is to attend at least one of the trainings and organise meetings with the trainers on regular basis to check and discuss challenges trainers might face.
* **Monitoring and reporting:** SNKE to ensure monitoring of the implementation the training/s for NES staff and support the elaboration of the training reports to be prepared by NES internal trainers.

1. **Related Outputs/Deliverables**

Under the supervision of the project Team Leader and in close cooperation with KE2, the SNKE is expected to produce the following deliverables:

**Activity 2.2.6**

* Train-the trainers programme and agenda
* Training materials in form of a manual
* Report on the delivery of ToT programme including the feedback provided by the participants
* List of participants

The timeframe set in the project work plan for the related activities must be observed in providing this support.

1. **Timing and duration of mission/s**

The assignment shall be implemented in Belgrade, Serbia and/or other location/s upon prior agreement with the NES management, in the following period:

* **Activity 2.2.6 – September 2024 – December 2024; 10 working days**

The number of days is subject to extension as needed.

1. **Reporting**

The SNKE will deliver monthly reports in the English language on last workday of the month she/he worked, with attached all written deliverables and submitted to the Team Leader. The report will be attached to the expert’s draft timesheet.

**9.** **Expert profile**

*Qualifications and skills:*

* University degree academic level in the field of Economy, Social sciences, Human Resources development or other related subjects.
* Good command of English written and spoken.
* Computer literacy (command of Microsoft Office (Word, Excel, PowerPoint, etc.) and the Internet).
* Excellent communication and presentation skills.
* Analytical experience and skills.
* Excellent reporting skills.
* Ability to work in a team.

*General professional experience*

* Minimum 7 years of general postgraduate professional experience in the field of employment, and/or social policy and/or Human Resources development.

*Specific professional experience*

* At least 5 years of postgraduate professional experience as a trainer in the field of employment, Human Resources development, social policy/services.
* Previous experience in work with Public Employment Service (PES) and/or similar assignment will be considered as an asset.
* Understanding of Serbian language will be considered as an asset.

**10. Evaluation of work:** the expert’s performance will be assessed by Beneficiary’s representatives and the project Team Leader.

**11. Applications**

*Application letter and EU format CV*, both in English, must be submitted by e-mail to [projekti.medjunarodna@minrzs.gov.rs](mailto:projekti.medjunarodna@minrzs.gov.rs) , [evukcevic@archidata.it](mailto:evukcevic@archidata.it) and [Lpavlovova@yahoo.com](mailto:Lpavlovova@yahoo.com) no **later than 16.9.2024.** titled:

“Application for the position – SNKE for organisation of training for the NES staff working as trainers (work with employers; work with difficult clients; training in counselling skills)”.

References must be available on request.

Only short-listed candidates will be contacted.

The Project is an equal opportunity employer, in respect of the principles of good governance, sustainable development and gender equality.

* All applications will be considered strictly confidential.
* Advertised posts *are not available to civil servants or other officials of the public administration in the beneficiary country, Serbia.*

1. Ministry of Labour, Employment, Veterans and Social Affairs (MoLEVSA) [↑](#footnote-ref-1)
2. Local Self-Governments (LSGs) [↑](#footnote-ref-2)
3. Active Labour Market Policies (ALMPs) [↑](#footnote-ref-3)
4. IEP – Individual Employment Plan [↑](#footnote-ref-4)
5. Training of trainers [↑](#footnote-ref-5)