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**TERMS OF REFERENCE**  
**“SENIOR MANAGER OPERATIONS AND**  
**COORDINATION”**

**Transformation Management Office (TMO)**

**Khyber Pakhtunkhwa Revenue Mobilization & Public Resource Management  
Program, Finance Department  
Government of Khyber Pakhtunkhwa**

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**Background**

The Government of KP as part of its digital transformation initiative, intends to automate document and file management within the ministries as a first step towards digital governance. The key aims of the transformation exercise are:

- Minimize the use of paper, in a phase-wise manner, eventually transitioning to paperless governance model.
- Improve productivity, efficiency and transparency of government departments through an automated file management system.
- Improve efficiency of interaction between local, provincial and federal government entities through the automated file management system and use of secure, innovative Information and Communication Technologies (ICT) solutions, including Video Conferencing, email services, shared drive/cloud-based storage facilities, etc.; and Improve decision making through data driven governance.
- Create functional and system requirements specifications documents around the recommended changed processes.
- Training Needs Assessment to understand the current state of digital skills and the subsequent trainings required for adaption of technology initiatives.

The Transformation management office (TMO) will be established for all transformation related resources for effective monitoring, coordination and governance placement of technology implementations. The TMO office will be composed of executives and representative officials from Chief Minister Delivery Unit, KPIT Board, ST&IT and consultants. The office takes overall responsibility for deriving the program including effective coordination and preparatory aspects within KP government departments, oversight of implementation vendor, timely coordination of relevant trainings and legal ramifications which may rise out of changes. The office will define job roles and their descriptions to fill appropriate gaps, assign ownership for effective oversight and monitoring. Any onboarding of the required resources to manage a large-scale implementation within KP should also be overseen by such an office. The IT Change management and the People part to emerge out of such an implementation will require effective coordination and meticulous planning for departmental roll outs and preparedness of people and technology assets. This should be all coordinated from within a single workspace.

## **Project Development Objective**

In line with KP Digital Policy 2018-2023 improving institutional capability of the provincial government to deliver better public services, improve accountability, productivity and efficiency with better citizen engagement remove paper based processes, improve communication through technology etc.

**Scope of Work** The consultants' duties and responsibilities will include but will not necessarily be limited to the following;

- Providing administrative and management leadership to the PMO.
- The Incumbent will support the implementing departments (FD and P&DD) in managing activities financed by the project and provide implementation support, including fiduciary and M&E functions.
- Review all documents of the unit and prepare Action Plans for implementation of the project activities.
- Coordinating and liaising between the implementing Departments of the Provincial Government (Finance Department and P&D Department) and all other relevant counterparts/stakeholders
- Regularly reviewing progress on project implementation and the activities of the PMO.
- Regularly reporting functionally to the Project Director and administratively to Managing Director KPITB.
- Convening regular meetings with the Sector Specialists of the KPRMP and other relevant stakeholders.
- Ensuring that PMO goals, objectives, processes, and activities meet the needs and priorities of all stakeholders.
- Interacting and liaising with Donors and arranging regular Donor updates, briefings, etc.
- Mobilizing resources and ensuring the timely flow of project funds.
- Preparing project reports, briefs, and monitoring progress.
- Reviewing and revising concepts and plans.

## **Qualification and Experience**

- Master's degree (minimum sixteen years of education) in Public Administration/ Business Administration/Project Management or any other related discipline
- At least 10 years of experience in the area of management, administration, and coordination.
- Written and oral fluency in Urdu, and English

**Duration of Assignment**

The initial contract will be given for a year, extendable periodically after 6 months subject to satisfactory performance up to 18 months not later than project completion date.

**Duty Location:**

The position will be based in Peshawar.

**Key Working Relationship:**

1. Functional Reporting: Managing Director, KPITB
2. Administrative Reporting: Project Director, KPRMP