

بِسْمِ اللّٰهِ الرَّحْمٰنِ الرَّحِیْمِ



Ministry of Economic Development
Male',
Republic of Maldives

TERM OF REFERENCE

To Contract a Chief Executive Officer (CEO) to the National Job Center

1. Introduction

The National Job Centre (NJC) established on 26 February 2023, mandated with bringing together employers and job seekers, providing full range of assistance to job seekers through employment services, carrying out research to develop and refine Maldives job market and provide insight on employment opportunities available for the working-age population, and to provide recommendations to relevant authorities to ensure sustainable enforcement of employment policies. NJC seeks to reform and functionally align its services as a means of supporting unemployment insurance scheme that the Government is planning to introduce by providing a wide range of employability training programs, apprenticeship, and labor market reinsertion initiatives, including designing and developing programs to cater customer service to disadvantaged workers, and businesses through a one-stop service delivery system.

To operationalize the Job Center, the Ministry of Economic Development wishes to contract a Chief Executive Officer to the National Job Center to take leadership role to design and establish a systematic operating mechanism that aligns strategic objectives of the NJC.

2. Overall responsibility

- 2.1 To design and implement a systematic operating mechanism that aligns the services of NJC with jobseeker profiling, career counselling, training and apprenticeship programs and integrating service delivery across programs and ensuring that labor market programs are job driven and matches employers with skilled individuals.
- 2.2 Developing strategies to continuously improve and strengthen the workers employability programs through innovation and alignment and improvement of employment and skill enhancement training.
- 2.3 To provide strategic, financial, and operational leadership for the NJC and to closely coordinate and work with the Ministry of Economic Development's senior leadership team and to establish strategic partnership with employers, industry representatives, and vocational institutes to support the work of NJC to ensure that key strategic objectives are been achieved.

3. Scope of Services

- 3.1 Design and implement programs that serve the needs of jobseekers and employers in employment gap.
- 3.2 Create, communicate, and implement the National Job Center's vision, mission, and overall direction and to provide leadership to sure that the NJC's vision succeeds.
- 3.3 Develop high quality operational strategies and plans ensuring their alignment with short-term and long-term objectives of the NJC



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- 3.4 Collaborate with operational departments of the NJC in evaluating and resolving operational problems and providing strategic inputs and leadership on making appropriate decisions that will enhance overall performance of the NJC
- 3.5 Formulate, implement, and improve, and enforce policies, and procedures that will increase overall performance of the NJC
- 3.6 Plan, develop and implement strategies to establish self-serving /kiosk mechanism and ensure it is operational for walk-in customers
- 3.7 Ensure that robust arrangements are in place for the management of the operations, having regard to the allocation of tasks, performance management, service continuity and continual service improvements and keep abreast of the job market trends and unemployment trends
- 3.8 Forecast and plan the budget and ensure that it is financially viable and sustainable with the resources to meet current and projected programs.
- 3.9 Formulate and establish performance monitoring mechanisms for the NJC case management services to ensure continuous communication and follow-ups are maintained as per standards.
- 3.10 Mentor and interact with staff members at all levels to foster and encourage engagement and development among the senior executive team and play an active role in attracting, retaining and developing best-in-class staff members
- 3.11 Formulate and execute employability service plans that will guide the case managers' duties and serve as a check on activities that are carried out in relation to coaching and counseling
- 3.12 Establish a functional case management system equipped with a job seeker profiling criterion and mechanism to deliver employment services and ensure the smooth and effective functioning of this system throughout the job search, job matching, and job placement process.
- 3.13 Set mechanisms to understand the requirements of beneficiaries; understand their underlying capacity, skills, and interests; guide them to proper education and skilling opportunities and help them establish and identify an appropriate career path
- 3.14 Ensure Ministry and other stakeholders receive accurate, timely and clear information
- 3.15 Liaise with other government agencies and organizations to coordinate the delivery of unemployment insurance and related services, such as job training and placement assistance.
- 3.16 Provide ongoing support and guidance to individuals applying for or receiving unemployment insurance, including information on how to maintain eligibility and access additional resources as needed.
- 3.17 Analyze the effects of long-term employability initiatives, planning new strategies and regulatory actions to enhance employability services and maintain a deep knowledge of the unemployment trend and employability demand
- 3.18 Perform accurate analysis of unemployment and reinsertion initiatives to improve the credibility of the institute
- 3.19 Improve the quality of results by studying, evaluating, and re-designing processes and implementing changes to the coaching and support process.
- 3.20 Improve customer service quality results by facilitating surveys and studying, evaluating, and re-designing processes and establishing and communicating services and monitoring and analyzing results.
- 3.21 Formulate and establish a grievance addressing mechanism in the Job Center to ensure timely responses to all complaints, queries, and any other requests received.
- 3.22 Develop and establish a service referral mechanism for job seekers and other Job Center customers reaching out via the NJC desks to ensure that these individuals are directed to the relevant services that may be limited to Regional Job Centers



3.23 Responsible for developing, implementing, measuring, and improving communication plans for supporting marketing initiatives for achieving the objectives of Job Center and ensuring the development of cross-functional marketing initiatives.

4. Reporting Obligations

The Chief Executive Officer shall report to the Minister of Economic Development on the status of the assignment on a regular basis.

5. Required Expertise and Qualifications

The Chief Executive Officer shall have:

- 5.1 A master's degree in Accounting, Finance, Economics, Social Studies, Business Management or suitable equivalency from a recognized University with at least 7 (seven) years of relevant professional experience.
- 5.2 Prior experience working and engaging with communities and multiple stakeholders at different issues affecting vulnerable groups, youth and gender issues in development areas would be an added advantage
- 5.3 Strong analytical skills with experience/ knowledge of social protection framework of Maldives would be an added advantage.
- 5.4 Proficient in using software applications such as MS Project, MS Word, MS Excel, MS PowerPoint.
- 5.5 Strong leadership, management, and communication skills in presenting, discussing, and resolving difficult issues and can work efficiently and effectively with a multi-disciplinary team.
- 5.6 Ability to understand new issues and create trust
- 5.7 Executive presence and ability to maintain calm demeanor in high stress environment
- 5.8 Good written and oral Dhivehi and English communication skills.

6. Assignment Duration

The contract duration is specified as 12 months from contract signing date. Upon signing of the contract, 3 months shall be counted as the probationary period. The contract shall be renewed based on performance.



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7. Remuneration

The Chief Executive Officer will be paid a lump sum amount of MVR45,000 per month.

8. Required Documents

Interested candidates must submit the following documents/ information to demonstrate their qualifications, experience, and responsiveness to this ToR

- 8.1 Expression of Interest Letter
- 8.2 Curriculum Vitae indicating experiences in similar positions.
- 8.3 Education Certificates
- 8.4 At least 2 (two) professional reference

9. Application Submission

- 9.1 REOI Submission Deadline: 2nd July 2023 (4:00pm)
- 9.2 Application should be emailed to to the following address:
Email: recruitment@trade.gov.mv
- 9.3 Incomplete applications will not be considered.