

## **Terms of Reference**

### **Senior Manager, Job Center**

#### **Introduction**

Business Center Corporation (BCC) is a state-owned enterprise (SOE) incorporated in 2017 to coordinate and oversee the management of regional business development service centers (BCs) established, by the Ministry of Economic Development, under the SME Act (6/2013).

Under the Labour, Employment, and Migration strategy of the Strategic Action Plan (SAP) 2019-2023, the Ministry of Economic Development is mandated to undertake the development of labour market policies; tackle the persisting industry skill gaps and the skill mismatches; whilst extending career guidance and counselling services to the Maldivian youth population; and establish avenues for local job market entrants to access the job opportunities available with fair and equal opportunities for all Maldivians.

The Job Center being an integral part of the Ministry of Economic Development under its labour mandate, the Job Center will be acting as the key intermediary between employers and prospective job seekers and serving as a consolidated employment and skills training platform equipped with the latest labour market information and opportunities.

To this extent the Job Center has been entrusted to undertake the responsibilities relating to employment services with the aim of increasing employability of the Maldivian labour force. These include but are not limited to the following specified below;

- Ensure an efficient and hospitable environment to provide employment services.
- Establishing a strong jobseeker and employer base via continuous communication and interactions with both parties and by attracting more users to the online platform.
- Ensure that the latest job market information; employment and training opportunities are available to labour market entrants.
- Extend employability services: career guidance and counselling to assist potential labour market entrants supported by upskilling/retraining opportunities.
- Act as the main vehicle to deliver Active Labour Market Policies (ALMPs) to the Maldivian labour market.
- Ensure that the physical Job Centers and its services are accessible by all, including Persons with Disabilities (PWDs) to establish fair and equal grounds for all labour market entrants.
- Oversee and monitor the Maldivian job market; job creation; overall performance, and outcomes in terms of successful job placements.
- Establish a grievance mechanism to receive, record and address these issues in a timely and effective manner.
- Organize job fairs, marketing events to disseminate labour market information and available opportunities as well as information on Job Center services.

## **1. OBJECTIVES**

The Senior Manager is expected to work alongside the Ministry of Economic Development (MED) team taking on the daily operational and administrative responsibilities as well as ensuring that all services are extended to the jobseekers and employer without disruptions.

The individual will also be responsible in establishing a case management system in the Job Center and to this extent, assist the Ministry in training and developing the required skill sets of the case managers, and other Job Center employees as it necessitates.

## **2. DUTIES AND RESPONSIBILITIES**

Business Center Corporation is seeking the service of an experienced individual specialized in management and human development, having acquired industry as well as field experience in training and upskilling to ensure that the Job Center employees are equipped with the required knowledge, experience, and skill set to execute employment services effectively and efficiently.

Accordingly, the following responsibilities are expected from the individual but are not limited to as specified:

- Plan, coordinate, manage daily operational and administrative tasks at the physical Job Centers as well as the operational activities stemming from the Job Center portal online services.
- Prepare administrative documents: work schedule or duty roster; weekly and monthly data reports; weekly and monthly queries reports; generate summary statistics; concept notes/papers in terms of developing Job Center and its functions; and any other document as required.
- Manage Job Center contracts/retainers and monitor progress of these activities to report back to MED.
- Train and upskill the Job Center employees to equip them with the required knowledge and skill set to execute the case management system deployed to deliver the employment and employability services effectively.
- Lead and actively assist in the Job Center development work; refine the Job Center portal and its services; optimize the Job Center service delivery; and explore incorporation of new technology to accommodate PWDs.
- Prepare policy, cabinet papers regarding the Job Center, its services and developments as required.
- Monitor employee performance supplemented with an annual/biannual performance appraisal and identify areas that require further refinements and provide the necessary guidance.
- Plan and organize, information sessions for jobseekers/employers to increase awareness regarding Job Center and its services.
- Establish a functional case management system to deliver employment services and ensure the smooth and effective functioning of this system throughout the job search, job matching, and job placement process.
- Incorporate career counseling and career guidance services into the job search assistance services provided by Job Center.
- Establish a grievance addressing mechanism in the Job Center to ensure timely responses to all complaints, queries, and any other requests received.
- Attend to ad-hoc work related to the Job Center that is assigned by the Ministry of Economic Development.

### **3. QUALIFICATIONS AND EXPERIENCE**

1. The applicant must hold a bachelor's degree or equivalent academic qualification in Management, Business Administration or relevant field;
2. At least 6 years of work experience in a relevant field; and
3. Fluency in both Dhivehi and English including outstanding writing, communication and interpersonal skills.

### **4. DURATION OF SERVICE:**

The contract is set for a duration of 12 calendar months (1 year)

### **5. WORKING HOURS:**

The selected individual will be required to work from 0800 – 1600 hrs on weekdays (from Sunday till Thursday).

### **6. REMUNERATION:**

The Senior Manager will be paid a lumpsum MVR 25,000 per month.