



TERMS OF REFERENCE

Announcement of Position: Trainer/Team Leader- Peja Region

1. BACKGROUND SUMMARY2

1.1. Beneficiary Country 2

1.2. Contracting Authority..... 2

1.3. Situation..... 2

2. OBJECTIVE, RESULT & PURPOSE2

2.1. Objective 2

2.2. Result..... 2

2.3. Purpose of the Contract 3

3. ASSUMPTIONS & RISKS3

4. SCOPE OF THE WORK.....3

4.1. Description of the Assignment 3

4.2. Target Groups 3

4.3. Deliverables..... 4

5. LOGISTICS AND TIMING4

5.1. Location..... 4

5.2. Commencement Date & Period of Implementation of Tasks..... 4

5.3 REQUIREMENTS 4

- Education: 4

- Expertise: 4

6. REPORTING.....4

**Terms of Reference: Trainer/Team Leader
"ICT/CMIS Project" – NOR107**

1. BACKGROUND SUMMARY

1.1. Beneficiary Country

Republic of Kosovo

1.2. Contracting Authority

International Management Group ("IMG")

1.3. Situation

Kosovo Judicial Council selected International Management Group - IMG to provide administrative and financial management for ICT/CMIS Project financed by the Government of Norway Ref: KOS/0001-13.

One of IMG's primary tasks is to enter in contractual relationship with the project staff both seconded from KJC/KPC and newly hired ones in accordance with the ICT/CMIS Project proposal dynamics.

Staffing the project with adequate human resources in a timely manner is a crucial precondition for successful conduct and performance of the Project's operational tasks.

2. OBJECTIVES OF THE CMIS PROJECT RESULTS & PURPOSES

2.1. Objective

The overall objective of the CMIS project is to establish the foundation for a more efficient, transparent and accountable judiciary in Kosovo through introduction of Information and Communication Technology (ICT).

Among other specific project objectives, the prime one is the transformation of Kosovo judiciary into e-judiciary, which will use a central database environment, adequate ICT infrastructure and be exchanging data and documents in e-form inside the Kosovo judicial system, as well as with all other relevant ICT systems in Kosovo and abroad. In addition to it, availability of on-line services for citizens through creation of a judicial web portal will maximize the Project's impact on all segments of work and life in Kosovo.

2.2. Result

The Case Management Information System (CMIS) is one of Kosovo Judicial Council's major initiatives, focusing on developing an ICT system that will become the main case management tool and data depository of the Kosovo judiciary in the coming years. Some of the objectives of the CMIS project, but not limited to, are: programming, piloting and testing of the CMIS for courts; preparation of functional specifications for, programming, piloting and testing of the CMIS for prosecutors' offices; basic ICT training for judges, prosecutors and support staff, deployment of the CMIS for courts and prosecutors' offices, and training in the use of the CMIS for judges, prosecutors and support staff.

The project is jointly financed by a significant donor contribution of the Government of Norway and the KJC / KPC.

2.3. Purpose of the Contract

The purpose of this contract is to provide support in execution of tasks and activities predicted in the project in accordance with the approved Work Plan for ICT/CMIS Project.

3. ASSUMPTIONS & RISKS

The conditions for carrying out this project depend on the political, economic and further stabilisation of Kosovo.

4. SCOPE OF THE WORK

4.1. Description of the Assignment

The role and the responsibility of the team leader/trainer, is to lead the team towards the implementation of the training plan and the achievement of objectives. At the same time, jointly with trainers to provide training for staff capacity building during the period of the system implementation.

Ensure knowledge transfer and team building, coordinate creation of action plan, and follow implementation of the action plan, management of the team, stay in contact with the training coordinator and reports about the team's work.

The Team Leader/Trainer shall:

- Manage the team of trainers on the performance of their daily tasks;
- Establishes effective working relationships with trainers;
- To ensure that training activities are in line with CMIS project objectives.
- Provides on the job 1 to 1 high quality training and support to CMIS users in Basic Court in Peja including three branches of Basic Court Peja - Branch Decan, KLina and Istogu Branch.
- Provide on the job 1 to 1 high quality training and support to CMIS users in Basic Court of Peja for the rollout of the CMIS.
- develop and maintain training material to the highest standards
- Develop and maintain a high level of personal understanding of the organization of the Judicial System in Kosovo, organization of the court and the prosecution office and work processes.
- Develop and maintain a high level of personal understanding of the CMIS application software and associated modules.
- Identify personal development requirements in order to maintain application knowledge.
- Carry out the evaluation, by ensuring the collection of completed participants training reports and completion of a training report at the end of each event;
- demonstrate and communicate a high level of understanding of the CMIS application
- Make sure that all staff is brought to the highest possible level of understanding of the CMIS application and associated modules.

4.2. Target Groups

The direct beneficiary will be Citizens of Kosovo, Kosovo judicial institutions (KJC and KPC), Courts and Prosecutor Offices in Kosovo and all judges, prosecutors and support staff.

4.3. Deliverables

- N/A

5. LOGISTICS AND TIMING

5.1. Location

The activities will take place in Basic Court/Prosecution Office in Peja including three branches of Basic Court Peja - Branch Deca,, Klina and Istogu Branch. The position of trainer/team leader will require travelling in the Region of Peja (Decan/ Klina/Istog) and project will not cover the trip expenses.

5.2. Commencement Date & Period of Implementation of Tasks

The intended commencement date is June 1st, 2017, with duration up to **30/06/2018**.

5.3 REQUIREMENTS

- Education:

- University Degree / Bachelor, law faculty or computer sciences, preferred.

- Expertise:

The Trainer should possess the following expertise:

- Minimum of 1 year in a technical training delivery role, preferred.
- Excellent knowledge of Albanian language (Native) (spoken and written);
- Knowledge of English/Serbian language (spoken and written), preferred;
- Good oral and writing skills;
- Knowledge of the application of information technology in public administration;
- Experience of working within a customer service environment is desirable;
- Experience of designing, delivering and maintaining training materials is essential.
- Presentation and communication skills;
- Knowledge of the organization of the Kosovo Judiciary;

6. REPORTING

The team leader's work will be monitored and supervised by the regional ICT staff of the court/prosecution in close cooperation with the National CMIS Training Coordinator.

The Application with the enclosed documentation should be sent by email to: info-pristina@img-int.org