



Ministry of Digital Economy & Entrepreneurship
Terms of Reference
Youth Technology and Jobs Project
Project Management Unit

Job Opening: Digital Business Sector Manager

I. About the Youth, Technology, and Jobs (YTJ) Project

The Government of Jordan (GoJ) will receive financing from the World Bank to implement the Youth, Technology, and Jobs (YTJ) project, which is expected to become effective in April 2020. The Ministry of Digital Economy & Entrepreneurship (MoDEE) is the implementing agency of the YTJ project, which aims to improve digitally enabled income opportunities and expand digitized government services in Jordan. The YTJ project will build an impetus for private sector-led growth of the digital economy and make interventions to address specific constraints in the supply and demand sides of the economy. The project duration is five years.

The project components are:

Component 1 – Support the supply of digital skills in Jordan

- **Sub-component 1.1: Support private sector-led digital skills development.** Support the establishment of the National Skills Council for Information and Communication Technology (NSC-ICT), as an independent (financially and administratively) legal entity, with a majority private sector board membership and representation from key public sector stakeholders, and with the mandate to: (a) conduct demand and supply side assessments; (b) establish national occupational standards; (c) qualify training service providers; (d) select and contract training service providers; (e) create, accredit, and disseminate on-line training materials; (f) conduct national awareness activities; (g) engage in monitoring and evaluation; and (h) establish comprehensive customer relationship management (CRM) system for the beneficiaries. The activities of the NSC-ICT will be coordinated with and, when required by vocational training law and regulations, approved by the Vocational and Technical Skills Development Corporation.
- **Sub-component 1.2: Enhance digital skills competencies for public school students.** Introduce quality technology courses in public classrooms G7-12. The activities under this sub-component will aim to identify gaps in the existing information technology courses in schools, develop context-relevant technology learning assets, train teachers on the new courses and roll-out in a systematic way across public classrooms.
- **Sub-component 1.3: Provide working spaces in underserved communities through Tech Hubs.** Support upgrading and equipping three to five technology hubs (Tech Hubs) as “for fee” venues for skilling programs, networking, and co-working spaces for trainers, entrepreneurs, freelancers,

Civil Society Organizations (CSOs), and Business Process Outsourcing (BPO) businesses in nearby communities.

Component 2 – Support the expansion of digital sector and digital government services in Jordan

- **Sub-component 2.1: Support the expansion and access to market for digital firms¹ and digital platforms.** Provide incentive packages to support the growth plans of digital firms in underserved communities to help build and scale their activities and generate local job opportunities. Provide access to income opportunities in various tech and non-tech economic activities for individuals in the gig economy. The project will seek to increase the adoption of platforms by supporting CSOs in training individuals to access and offer their services on digital platforms and by conducting market outreach and awareness building, with a focus on underserved communities.
- **Sub-component 2.2: Support digital transformation of service delivery to citizens and businesses.** Support activities designed to improve access to and quality of selected e-government services. In addition to improving quality and cost efficiency of service, the government’s commitment to adopt a private sector-based delivery model for government e-services is expected to create business opportunities for local digital firms, which will provide an impetus for employment growth in the digital sector.
- **Sub-component 2.3: Support digitization of payments.** Support the government commitment to advance penetration of digital payments in Jordan supporting e-payments for all applicable government services, with a focus on front-end services.

Component 3 - Project management & implementation support. MoDEE will establish a Project Management Unit (PMU) at the MoDEE, which will include focal points for the Ministry of Labor and the Ministry of Education. The PMU (within MoDEE) will have the overall fiduciary responsibility for project implementation and ensuring activities are executed in accordance with the Project Operations Manual (POM).

The objective of these TOR is to identify and hire the **Digital Business Sector Manager** of the project.

II. Responsibilities of the Digital Business Sector Manager

The Digital Business Sector Manager is tasked with the preparation and implementation of activities under sub-component 2.1 “Support the expansion and access to market for digital firms and digital platforms”. The Digital Business Sector Manager will be responsible for planning, managing and coordinating activities under sub-component 2.1.

The Digital Business Sector Manager will take the measures available to him/her to ensure preparation and implementation of the project and achievement of its individual objectives, in compliance with deadlines and costs listed in the project documents. The Digital Business Sector Manager will report to the PMU Director.

¹ Digital firms in this context refers to technology or technology-enabled companies, organized or incorporated in Jordan, that work on the: (a) development of information technology products or services, and/or (b) provision of IT or IT-enabled business processes for third parties – also known as IT outsourcing and business process outsourcing.

Specifically, The Digital Business Sector Manager will be responsible for the following scope of work:

- Develop the project's Digital Business Sector strategy and implementation plan in accordance with the POM to (1) support the expansion and access to markets for digital firms including startups and (2) increase the uptake of and engagement in the gig economy.
- Develop the application process and manage the selection of eligible beneficiaries, in accordance with the POM, for digital firms and social enterprises and Civil Society Organizations (CSOs) to benefit from the YTJ project interventions.
- Manage the relationship with project beneficiaries related to digital business activities, including consistent follow up and reporting on results.
- Develop and conduct the necessary marketing, outreach, training, capacity building, and support events and mechanisms to provide digital firms and CSOs with: (1) guidance on how to benefit from the YTJ project interventions, and (2) on-going support to maximize the beneficiaries' success rate.
- Develop and engage in targeted business development activities to identify, assess, and attract local/regional/global digital firms and CSOs partners to widen the base of beneficiaries of the YTJ project interventions.
- Identify, develop, and manage partnerships with local, regional, and global stakeholders; maintain regular information exchange with them; and establish effective cooperation mechanism.
- Engage in dialogue at country level with the private sector, government entities, CSOs, financial institutions, multilateral organizations and their networks to increase the effectiveness of YTJ project interventions.
- Collect knowledge on and keep abreast of relevant current and emerging market trends.
- Oversee, coordinate and align the contribution of digital firms and CSO partners and assess their deliverables across the lifecycle of their engagement with the YTJ project.
- Perform day-to-day project management activities, including, but not limited to:
 - Developing, organizing and keeping project records;
 - Estimating the resources needed to achieve project goals;
 - Maintaining overall control of the scope, schedule, tasks and deliverables;
 - Maintaining effective communication with all project stakeholders;
 - Managing project expectations with team members and other stakeholders;
 - Identifying and managing project dependencies and critical path;
 - Proactively managing changes in project scope, identifying potential crises, and devising contingency plans;
 - Building and developing relationships with project stakeholders, vital to the success of the project;
 - Developing lessons learned, best practices and tools for project management;
 - Developing, delivering, and presenting periodic progress reports to project stakeholders; and
 - Assisting the PMU Director and beneficiary institutions with validation and sign-off of project deliverables.
- Report to the PMU director on a regular basis in accordance with the guidelines on reporting under the sections of financial management, safeguards (ESMF), procurement, and project Monitoring & Evaluation, and formulate policies and planning recommendations.
- Perform any other task requested by the PMU Director.

III. Eligibility and Minimum Qualifications

- Significant prior experience in relevant operations for a minimum of 8 years, including senior leadership and/or management positions for 3 years, with strong working experience in technology related activities.
- Strong knowledge and experience in the Jordanian ICT sector and its role as an engine of growth for the whole economy including familiarity and/or experience in the following areas:
 - Growth drivers of private enterprise with focus on digital firms.
 - Digital entrepreneurship.
 - Gig economy.
 - Overall demand and supply dynamics of the digital economy.
 - Business climate in Jordan.
- Strong expertise in the areas of export support/promotion, local/foreign direct investment attraction, and private sector commercial/economic development.
- Expertise in collaborating and establishing partnerships with multiple stakeholders in government, private sector, academia, CSOs, and industry associations at local, regional and/or global levels.
- Good understanding of Jordan's communities at national, governorate, and local levels.
- Demonstrated experience and success track record in business development and results achievement.
- Familiarity with ecosystem building interventions, including access to markets, networks, and funding.
- Personal qualities of integrity, credibility, and commitment to YPJ objectives.
- Ability to handle multiple tasks, work under pressure, and within teams to achieve objectives.
- Strong critical thinking and problem-solving skills with ability to develop solutions for complex issues.
- Strong communications and relationship management skills.
- Excellent oral and written presentation skills in Arabic and English are required.
- Willingness to travel.

IV. Education Requirements

University Degree in Economics, International Development, Governance, Public Administration, Business Administration, IT, Engineering or another relevant field.

V. Duration of Assignment

The contract period is for one year, renewable up to 5 years. The Digital Business Sector Manager must diligently perform in a proper and efficient manner the duties set out within these TOR and any other task or responsibilities that may arise in relation to the proper management and delivery of the project.

VI. Application

Only the most qualified and suitable candidates will be invited to interviews. Interested eligible individuals may submit their **cover letter** and **resume** via email to wb.jobs@modee.gov.jo

Please include the name of the position in the subject of the email.

Deadline: Kindly Submit before 11:59 PM on 30 March 2020