

TERMS OF REFERENCE

Social and citizen engagement specialist

Background

The International Bank for Reconstruction and Development (IBRD) and Agence Française de Développement (AFD) are implementing US\$ 300 million Serbia Local Infrastructure and Institutional Development Project (Project). Project implementation is part of wider urban development activities in Republic of Serbia that are based on Sustainable Urban Development Strategy (SUDS) and will apply a holistic approach, where current policies and practices important for overall local infrastructure service delivery will be strengthened through mixture of investments, technical assistance, and capacity building. In order to support and strengthen infrastructure service delivery at the local level, special focus would be on improving mobility in a sustainable manner to increase accessibility to economic and social opportunities.

Objective

The objective of the Project is to improve Local self-governments (LSGs) capacity to manage sustainable infrastructure and improve access to economic and social opportunities in climate aware manner. Project consists 3 components:

Component 1. Climate Smart Mobility would improve mobility within the LSGs through strengthening system for transport infrastructure service delivery and by supporting transport infrastructure renewal that will increase resilience to natural disaster while reducing emissions of Greenhouse gases (GHGs) and local pollutants. The component will be implemented through two subcomponents:

(i) *Infrastructure renewal* - The majority of investments will be in transport infrastructure reconstruction and rehabilitation, within the existing infrastructure perimeters. The promotion of resilient and inclusive approach and of active mobility and priority for public transport will be integral part of the project design. This sub-component will also finance technical assistance required for the execution of the works including services for design, supervision, technical audit, and road safety audit. All LSGs will get funding for activities eligible for financing under this subcomponent in accordance with predefined formula and in the form of grant transfers and subject of signing the Grant Agreement.

(ii) *Sustainable mobility enhancement* – Activity will strengthen LSGs systems to plan, manage, implement, and operate resilient transport networks that promote patterns of climate smart mobility in sustainable manner. This subcomponent will finance technical assistance, capacity building and demonstration pilots in three main areas:

- a) *Improve local road network management and resilience*; Creation of framework for local roads management including guidance on institutional arrangements, policy, standards, maintenance contracting, asset management, resilience and road safety.
- b) *Mainstream sustainable and integrated mobility planning*; Creation of approximately 40 gender sensitive Sustainable Urban Mobility Plans (SUMPs) with transport management plans for medium and small size LSGs.
- c) *Pilot smart mobility solutions through digital technologies*; Creation of proposals for smart mobility contractual modalities in areas such as optimizing public transport services, intelligent transportation systems, real-time information and infrastructure or service sharing schemes.

Component 2. Strengthening Systems and Capacity for Infrastructure Service Delivery would improve the effectiveness and sustainability of infrastructure service delivery at the local level through strengthening LSGs' capacity to implement current planning and Project finance management (PFM) and Public Investment Management (PIM) policies. The component will finance a mixture of technical assistance and capacity building activities focused on:

(i) *Enhanced strategic participatory planning and identification of pipeline projects* that would include climate and resilience considerations into the planning approaches and better integrate them into the capital investment and budget planning process. The subcomponent will finance technical assistance and capacity building in three main areas:

- a) *Improve Participatory Planning in Pilot LSGs* - development of critical planning and environmental and climate related strategic documents and corresponding multi-annual and annual budgets.
- b) *Identification and Initial Preparation of Future Urban Investment Projects* - urban regeneration and municipal infrastructure projects would be identified, and technical assistance provided for early-stage preparation of future investments.
- c) *Mainstream Participatory Approach* - development of Manual for Citizen Participation and E-Government portal extension for informing on the planned infrastructure investments and planned consultations.

(ii) *Strengthened institutions, PFM, access to financing, and capacities* that would ensure institutional improvements in the local PFM and PIM accompany the direct benefits through the provision of funding for the LSGs. The subcomponent will be implemented through set of analytical work, technical assistance, and development of tools, in particular:

- a) *Improving access to financing* - Assessment the current local infrastructure financing framework and design of recommendations to improve the LSGs' ability to raise private capital for infrastructure investments, potentials of green funds, and perspective of the municipal fund scheme;
- b) *Strengthening institutions and human capacities* - Review of the currently fragmented institutions and human capital and design of recommendations for consolidated approaches and process simplification
- c) *Enhancing the implementation of key country systems for climate aware infrastructure service delivery* - Capacity building and implementation support in areas including: procurement, PFM, PIM, transparency and inclusion, contract management, social and environmental management etc.

Component 3: Project Implementation Support and Awareness Raising would establish institutional set up that will enable successful implementation of the project and raise awareness about importance of green transition and sustainable mobility. Activity will support the establishment and maintenance of the strong Project Implementation Unit (PIU) and strengthening of Central Fiduciary Unit (CFU).

The Project will be managed by the Ministry of Construction, Transport and Infrastructure (MCTI) through a PIU, supported by the CFU in the Ministry of Finance (MoF), the employees in the LSGs officially assigned to the project, and the Project Steering Committee. The PIU will be responsible for the overall management of the Project, and it will provide full technical support and guidance to the LSGs in selecting, preparing, reviewing, supervising, and managing investments. The CFU will be responsible for fiduciary issues like the financial management of the Project, will support the PIU in approving procurement related documents, and will support the LSGs to implement procurement procedures, including procurement capacity development. LSGs will be responsible for full project life cycle – from prioritization, preparation, procurement to management and supervision. The

Project Steering Committee will consist of the representatives of respective ministries and project partners and will overview the implementation of the Project, facilitate policy dialog and inter-ministerial cooperation, help resolving any bottlenecks that might be experienced, and adopt annual progress reports.

Scope of Work – Social and citizen engagement specialist

Social and citizen engagement specialist will perform social risks and citizen engagement management tasks of the LIID Project Component 1: *Climate Smart Mobility* and Component 2: *Strengthening Systems and Capacity for Infrastructure Service Delivery*, under the Environmental and Social Framework of the WB, to ensure that it achieves objectives materially consistent with the applicable Social Standards. For that purpose, the Project Environmental and Social Management Frameworks (ESMFs) and Stakeholders Engagement Plan (SEP), Labour Management Procedure (LMP), and Resettlement Policy Framework (RPF) were prepared to guide Project implementation in line with the applicable ESF standards. A separate ESMF was prepared to administer environmentally and socially sound implementation of each component. Objectives and tasks of social safeguard and citizen engagement specialist in this ToR refers to the Component 1 and 2.

The social safeguard and citizens engagement specialist will serve as the main PIU focal person responsible for ensuring that project implementation is in compliance with World Bank's social safeguard principles and policies and provide support to PIU in planning and implementation of the Citizen Engagement plan.

The social safeguard and citizens engagement specialist works under the supervision of the Project Manager and will be primarily and ultimately responsible for:

- Support the Manager and Deputy manager of the PIU in organizing, coordinating, integrating, and monitoring operations of the PIU and the institutions involved in the Project, both at the PIU premises and in the field, during its preparation and implementation
- Ensuring that project implementation is in compliance with World Bank's social safeguard principles and that the project activities are in compliance with the social safeguard policies and ESMP prepared for the project
- Providing conceptual and operational support on the core social development themes pursued in the project
- Support project's efforts at reaching the targeted communities that will be diverse in many ways – social, economic, ethnic, gender and geographical setting including remote areas
- Preparing detailed citizen engagement and feedback strategy and plan around project activities and interventions. Based on this, prepare annual action plans and detailed quarter-wise plans
- Preparing specific mechanisms and tools of engagement as appropriate such as communication campaigns, report cards/ score cards, satisfaction surveys, system of community monitoring, and instruments needed to carry out the information and awareness campaigns etc.
- Support in designing and implementing of communication plan for project activities in accordance with citizens engagement plan
- Carrying out consultations with various stakeholders especially the community to identify issues and impacts if any and mitigation measures and community's feedback on the project interventions

- Support PIU in communication with government and other partners in sharing project progress, and seeking feedback to improve social development related issues
- Assistance in work of project complaint / grievance mechanism
- Identifying and addressing the concerns of stakeholders, and providing a forum of continued interaction and feedback response to all stakeholders
- Collaborating with Environmental Specialists, Health and Safety Specialists, other specialists and consultants of the project to support implementation of the Component 1 and 2 ESMFs.
- Revising social risk and impacts assessments and reports upon request from World Bank, performing internal inspections/audits of sub-project operations and contractors' activities to ensure compliance with applicable requirements, including ESMF procedures, applicable social protection and human right laws, regulations and standards, and the lenders' requirements.
- Providing response to social impact monitoring concerns and findings. Tracks corrective and preventive actions taken in response to internal and external audit/inspection findings.
- Acting as project social safeguard and citizen engagement representative and community liaison officer to state authorities, WB and the public, including communities affected by project.

On the practical side, the social safeguard and citizens engagement specialist:

- Identify social parameters under Project Development Objectives (PDOs) and Results Framework (RF) under the project will monitor project's performance for these parameters
- Develop specific indicators to monitor implementation progress of Citizen Engagement and safeguard plan, and associated activities
- Maintains and implements procedures related to social and citizen engagement incidents, including reporting and participation in route cause analysis, investigations and recommendations to address identified issues in accordance with the ESMFs
- Develops appropriate tools required for social impact assessment plan
- Overseeing maintenance of the incident registers for various projects and site operations, and compiles data at the corporate level.
- Maintains awareness of regulatory changes and disseminates social protection and human rights-related bulletins, technical changes and literature to project personnel.
- Maintains social safeguard and citizens engagement management library (registers/logs, laws, guidelines, standards, training materials, other).
- Provide internal training as needed on project-related matters to the PIU staff, the MCTI, LSGs, and other ministries, and other relevant stakeholders;
- Prepares reports to Government authorities and WB in accordance with the ESMF and upon request.
- Develops specifications and assess requirements for contractors as needed to ensure project-specific social impact requirements are included in contracts.
- Supports evaluation of social protection and citizens engagement qualifications and information in proposals/tenders as part of the selection of contractors and contract managers.
- Participates in project progress meetings to review social safeguard and citizens engagement performance and identify areas of improvement.
- Reviewing social safeguard and citizens engagement standards of each-sub-projects with the aim to identify appliance of the project classification in respect with the directives.
- Actively participate in World Bank supervision missions.
- Submit monthly reports on his/her performance and the performance of experts under personal supervision for approval of payment for services rendered;

- Perform other duties in support of project preparation and implementation, as required;

Profile of the Social and citizen engagement specialist

The Social safeguard and citizen engagement specialist should possess:

- Advanced university degree (Master's degree or equivalent) in Social development, Sociology, Anthropology, Social sciences, Communication, Management studies or other relevant disciplines
- Minimum of 5 years of demonstrated experience in carrying out social safeguard and citizens engagement activities / social intermediation activities and outreach activities for infrastructure development projects; Relevant working experience of handling consultations with multiple stakeholders and coordinating social intermediation and communication efforts
- Minimum 3 years of total professional experience in the field of preparation and implementation of ESIA/ESMPs for projects similar to the activities being financed
- At least 3 years of experience working with LSGs in the areas of community development and citizens engagement, with focus on infrastructure and / or housing development; Additional NGO experience in respective fields will be considered as an advantage
- Experience related with design of Social Impact Assessments (SIA) will be considered as an advantage
- Knowledge on technical documentation design for construction of roads and other supporting transport infrastructure will be considered as an advantage;
- Relevant experience with projects of international financial institutions will be considered as an advantage
- Experience in delivering of technical assistance to LSGs in social safeguard / citizens engagement / infrastructure development sector will be considered as advantage
- Openness to change and ability to receive/integrate feedback
- Strong analytical skills and ability to identify key strategic issues, opportunities and risks
- Competence for incorporating gender perspectives into substantive work and ensuring the equal participation of women and man in all areas of work; commitment to the goal of gender balance in staffing and creating a gender sensitive working environment that pays attention to work/life issues
- Knowledge of computer, office software and web-based applications use
- Cultural, religion, race, nationality and age sensitivity and adaptability
- Excellent writing/reporting and presentation skills
- Excellent interpersonal, networking and team building skills
- Excellent knowledge of written and spoken Serbian and English

Length of assignment

The Consultant shall provide full time services for the life of the project, i.e. until November 30, 2028, with a probationary period of six (6) months.

The Consultant shall not have other full or part-time assignment during the engagement under this Contract.

Contracting arrangements

The Consultant is expected to provide services for at least 8 hours each day, Monday to Friday, to a minimum period of 40 hours per week. All leave to be allowed to the Consultant is included in the staff months of service. The Consultant will have 30 days of paid vacation leave per year. The leave for national holidays is to be considered paid.

Facilities to be provided to the Consultant

MCTI will provide the Consultant with suitable office space and office equipment (PC, telephone, internet connection, etc.) and access to office services as required.

Confidentiality

The Consultant undertakes to maintain confidentiality on all information that is not in the public domain and shall not be involved in another assignment that represents a conflict of interest to the prevailing assignment.

Selection of Consultant

The Consultant will be selected applying Open competition method.

The Consultant is eligible and his selection does not create any conflict of interest as provided in the Bank's Procurement Regulations.

Women candidates are strongly encouraged to apply.

The evaluation criteria for this assignment are:

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| • | Specific Experience relevant to the Assignment | (50) Points |
| • | Qualifications and Competence relevant to the Assignment | (50) Points |