



European Union High Level Policy Advice Mission to the Republic of Moldova

Terms of Reference

Short term local expert: Customs

Background

The EU High Level Policy Advisory Mission (EU HLPAM) is a project financed by the European Union and implemented by the UNDP. The objective of the project is to support the Government to implement its EU-integration related reform Agenda and in particular to assist the government in developing the capacities required for the implementation of the Association Agreement, including the Deep and Comprehensive Free Trade Area, as well as the Visa Liberalisation Action Plan. Specifically, the project aims at strengthening the policy-making, strategic planning and policy management capacities of selected line Ministries and State Agencies involved in the implementation of the Association Agreement and Visa Liberalization and at enhancing stakeholders' knowledge and awareness of EU policies, legislation and regulations in sectors strategic to the implementation of the Association Agreement including the Deep and Comprehensive Free Trade Area, and to the implementation of visa liberalization.

The project is seeking to engage the services of a short term local expert on developmental training to the Customs Service of the Republic of Moldova. A recent evaluation of the Customs Service showed that more needs to be done to develop motivation, responsibility, accountability, communication and leadership in the work force. This work is deemed essential in order to ***"strengthen the institutional capacities of the beneficiary institution to design, manage and monitor policy"*** (this is a key point in the terms of reference allocated to the EU HLPAM Customs Adviser).

The Customs Service is moving towards a more automated system with less overt controls in order to facilitate trade. Because of this it is vital that the service maintains an effective risk management system. Accordingly, the short term expert will also be required to deliver training in 'Proactive Intelligence Verification' techniques to the Operative Investigations Section of the Customs Service. This will directly help to ***"support the beneficiary to design and apply risk management principals and tools"*** (this is another key point in the terms of reference allocated to the EU HLPAM Customs Adviser).

Position Title: Local Expert to the Customs Service of the Republic of Moldova

Duty Station: Chisinau, Republic of Moldova

Type of Contract: Individual Contract

Duration of the Contract: August 2014-30 June 2015 (65 working Days)

Reporting to: EU HLPAM Customs Adviser with a reporting line to EUHLPAM project manager

Description of Responsibilities:

The local expert to the Customs service will provide support to the design and delivery of an interactive management development programme and the design and delivery of 'Proactive Intelligence Verification' (surveillance) training.

The local expert will report primarily to the High Level Adviser to the Customs Service of the Republic of Moldova and the EUHLPAM project manager.





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Key Responsibilities:

- Support and contribute to the administration and operation of a Working Group tasked with overseeing an interactive management development programme for targeted sectors within the Customs Service in order to strengthen institutional capacities and operational effectiveness. It is envisaged that there will be a total of two events per month (an average of 4 days per month) over a twelve month period **(48 working days in total)**
- Assist with the preparation and design of event modules for the interactive management development programme (included in the allocation of 48 days).
- Working jointly with the EU HLPAM Adviser to deliver the two day workshop events to include topics such as: team building; leadership; innovation; change management; motivation; and decision making (included in the allocation of 48 days).
- To contribute to the design and delivery of 'Proactive Intelligence Verification' training for the Operative Services (Investigation) Division of the Customs Service of the Republic of Moldova (it is envisaged that there will be one event of 7 **working days in total**)
- Perform other duties assigned by EUHLPA and the EUHLPAM project manager.

The above responsibilities will be carried out through but not limited to *development of strategy documents, policy papers, advisory notes, methodologies, draft fiches and other relevant documentation as well as provision of technical on-the-job advice and training delivery.*

Deliverables, activities, and milestones shall follow this tentative schedule:

Deliverable/milestone	Indicative timeframe
1. Preparation of 'lesson plans', itineraries, and materials for the interactive management development programme	July 2014
2. Design of event modules for the interactive management development programme	July 2014
3. Delivery of interactive management development workshops to include topics such as: team building; leadership; change management; innovation; motivation and decision making	July 2014 to June 2015
4. Design and delivery of 'Proactive Intelligence Verification' training for the Operative Services (Investigation) Division of the Customs Service	October 2014
5. Contribution to Final Report	June 2015

The local expert is required to operate according to the Mission's Code of Conduct, which constitutes an integral part of the contract, and a prioritised work plan agreed with the adviser to the Customs Service of the Republic of Moldova and the project manager.





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Qualifications and skills:

I. Academic Qualifications:

- A Masters' Degree in Law, Economy, Management of Public Services or other areas relevant to the assignment or equivalent. A bachelor degree in the same areas combined with 7 years of relevant professional experience is considered equivalent.

II. Years of experience:

- Preferably 7 years of professional experience
- At least 5 years of professional experience linked to the provision of policy advice in the areas of required expertise
- At least 5 years of proven experience of working with the public administration in Moldova
- At least 5 years of managerial experience in the public or private sector

III. Competencies:

- Management Development training skills
- Proven ability in the delivery of technical training in Law Enforcement areas
- Proven knowledge of EU external assistance programmes and policies targeted at EaP countries.
- Excellent communication skills
- Proven report writing skills
- Computer literacy
- Fluency in written and spoken English
- Fluency in Romanian and Russian languages

Documents to be included when submitting the proposals:

Interested individual consultants must submit the following documents/information to demonstrate their qualifications:

1. Proposal: explaining why they are the most suitable for the work and providing a brief methodology on how they will approach and conduct the work
2. Financial proposal;
3. Personal CV including past experience in similar assignments, the duly filled Personal History Form (P11) and at least 3 names for a reference check.

