

TERMS OF REFERENCE

REGIONAL (RG-T4387)

OPERATIONS OFFICER

1. BACKGROUND

The Caribbean Public Health Agency (CARPHA), as the lead regional public health agency and an expression of Caribbean Cooperation in Health, is mandated by its Inter-governmental Agreement (IGA) to support its 26 Member States in bolstering national systems and coordinating regional response to public health threats. CARPHA has established programs for pandemic prevention, preparedness and response (PPR) and coordination (Communicable Diseases, Emergency Response, Tourism and Health, Foodborne, Vector-borne, and Field Epidemiology) and serves as the Regional Reference Laboratory. The Agency works closely with regional and international agencies and uses regional mechanisms, surveillance systems, and networks for coordinating its public health response work. CARPHA is competent in all three areas of PPR and has a successful track record of the same, as demonstrated by its regional COVID-19 response. The Agency is uniquely positioned for successfully implementing PPR capacities in the region, and to leverage its coordinating ability to encourage complementarity.

The Pandemic Fund (PF), established in September 2022, is the first multilateral financing mechanism dedicated to providing multiyear grants to help low- and middle-income countries become better prepared for future pandemics. The PF's first Call for Proposals provides additional financing to strengthen PPR capabilities and address critical gaps in low- and middle-income countries through investments and technical support at the national, regional, and global levels. It is expected to support and reinforce capacity building and implementation of pandemic prevention, preparedness and response (PPR) under the IHR (2005) and other legal frameworks, consistent with the One Health approach. The three high-priority areas are:

- Comprehensive disease surveillance and early warning systems (EWS)
- Laboratory systems
- Human resources and public health and community workforce capacity.

In August 2023, the PF Governing Board announced that CARPHA's regional entity proposal, entitled '*Reducing the Public Health Impact of Pandemics in the Caribbean through Strengthened Integrated Early Warning Surveillance, Laboratory Systems and Workforce Development*' was successfully selected for the first round of financing. CARPHA is the Executing Agency and the IDB is the Implementing Entity.

The Goal of this Project is to Reduce the Public Health Impact of Pandemics in the Caribbean through Prevention, Preparedness, and Response. The Objective is to support CARPHA in reducing the public health impact of pandemics in the Caribbean region will serve to build PPR surveillance & EWS, laboratory systems and workforce capacity regionally at CARPHA and at country levels.

The Project comprises the following five components:

- Component 1: Strengthening and Expanding Integrated EWS
- Component 2: Expansion of Laboratory Systems
- Component 3: Workforce Development
- Component 4: Regional Strategic Coordination, Collaboration & Commitment to Pandemic Response
- Component 5: Other Costs: Project Management

The Consultancy is concerned with *Other Costs: Project Management*, and seeks an individual to function as the **Operations Officer** in the Project Execution Unit of the Project.

2. OBJECTIVE

The objective of the **Operations Officer** is to support the Pandemic Fund-funded Project to ensure its efficient, effective and timely execution, especially the day-to-day operations of the Project. The **Operations Officer** will be responsible for providing a wide range of administrative and operational support to the Project Director (CARPHA Technical Lead) and assist with matters related to coordinating, planning and delivery of activities, general tasks, and day-to-day operations.

3. SCOPE OF SERVICES, TASKS AND EXPECTED DELIVERABLES

The Pandemic Fund **Operations Officer** will be required to:

- Execute all relevant tasks assigned by the Project Director.
- Execute a digital process of accountability and progress for delivery of project outputs by each PEU consultant
- Prepare correspondences to the Bank such as no-objection requests and coordinates reports with relevant technical experts.
- Provide support for coordination of Project deliverables from all technical experts, inclusive of reminders before deadlines.
- Provide support in preparing reports on project activities and outputs.
- Provide administrative and operational support for the timely submission of all Project workplans, budgets, periodic evaluations and reports as required.
- Process, conduct, register, and file all relevant documents, inclusive of implementing a filing system for all Project activities.
- Prepare minutes of all meetings and liaise directly and regularly with the Project Director
- Liaise with IDB and other relevant national and international partner agencies and stakeholders.
- Maintain timely coordination and dialogue with stakeholders in order to maintain their participation in the development and implementation of the Program.
- Receive, handle, and administer telephone calls, mails, and posts; review incoming correspondence and requests and respond to enquiries related to the Project.
- Coordinate the travel arrangements for Project technical experts in collaboration with Logistics Officer responsible for Agency Travel.
- Schedule internal and external appointments, meetings, video- and teleconferences.
- Based on specific instructions, and in line with CARPHA standards, rules, practices and procedures, draft correspondence and documents for approval, follow up as appropriate and request information from teams and staff to facilitate action, ensuring that deadlines are met in a timely manner.
- Assist in the preparation and management of consultancy contracts, as instructed by the Project Director, in collaboration with the Human Resources Officer;
- Assist in the preparation of duty travel reports and no objection request, travel reports.
- Receive visitors of the Project.
- Assist in the preparation of the justification to access counterpart funding when required for Project execution.
- Compile and source of all updated reporting requirements from IDB and CARPHA.

- Interact with CARPHA departments and CARPHA Member States in accordance with the Projects Operations Manual, including aligning to CARPHA’s communication protocols with MS and other stakeholders
- Other duties that may be implied in the contract or assigned by the Project Director.

4. QUALIFICATIONS AND EXPERIENCE

Academic Qualifications:

- Bachelor’s degree in Business Administration, Economics, Finance, or similar studies. Certification in Project Management is desirable.
- Certification with formal training in advanced secretarial procedures as evidenced by APS (Administrative Professional Secretaries) certificate, OR equivalent experience would be an asset.
- Training in procurement and financial management would be an asset.
- Certification in Project Management is desirable.

Experience:

- At least five years of experience in administration in a project environment.
- Experience in working on a regional project would be an asset
- Proven experience in the organization of official meetings (workshops, conferences, social functions) an advantage.

Expert Knowledge and Skills:

- Ability to build an effective working team
- Ability to handle multiple tasks within tight timelines;
- Knowledge of the CARPHA and IDB’s operating procedures and guidelines;
- Strong interpersonal and analytical skills as well as the ability to work independently with minimal guidance in a dynamic and challenging environment;
- Strong organization skills
- Ability to communicate ideas clearly and effectively is essential;
- Working knowledge of Microsoft Office - Word, Excel, PowerPoint, SharePoint, MS Project, etc.
- Demonstrated ability to manage the use of web conferencing platforms such as Zoom, Webex, Microsoft Team, etc.

Mandatory Compliance:

- **Eligibility:** as per *Policies for the Selection and Contracting of Consultants Financed by IDB-GN-2350-15 May 2019*: Section I. Clause 1.13 Eligibility. Information on Eligible Countries is at Annex 3.
- **No Conflict of Interest:** as per *Policies for the Selection and Contracting of Consultants Financed by IDB-GN-2350-15 May 2019*: Section I Clause 1.11 Conflict of Interest
- **Not Sanctioned by the Bank:** IDB’s Group List of sanctioned firms and individuals – <https://www.iadb.org/en/topics/transparency/integrity-at-the-idb-group/sanctioned-firms-and-individuals%2C1293.html>

5. CHARACTERISTICS OF THE CONSULTANCY

- Type of Consultancy: Individual
- Duration: 36 Months (first 6 months probationary)
- Place of Work: Caribbean Public Health Agency (CARPHA) HQ, Port of Spain, Trinidad and Tobago
- Working Language: English

6. REPORTING REQUIREMENTS AND TIME SCHEDULE FOR DELIVERABLES

All reports and documentation are to be submitted to the Project Director (CARPHA Technical Lead) or designate. Payments will be made upon submission and acceptance of monthly invoices and timesheets by the Project Director or designate.

7. CLIENT INPUT AND COUNTERPART PERSONNEL

CARPHA will provide the **Operations Officer** with the applicable laws and policies, Operations Manual, relevant project documentation, office space and relevant computer equipment.

8. COORDINATION

The **Operations Officer** will report to the Project Director (CARPHA Technical Lead). The Project Director will be responsible for the supervision of activities under the contract, for accepting and approving reports on behalf of CARPHA, receiving and approving invoices for payment, and preparing performance evaluation reports.

The **Operations Officer** will be required to meet regularly with the Project Director. The Operations Officer is expected to collaborate, liaise or meet as required with specialist team members in the PEU, CARPHA's personnel, assigned subject matter experts, executives and external stakeholders, and representatives of the IDB.