

INSPECTORATE OF GOVERNMENT

TERMS OF REFERENCE

PROJECT MANAGER SMS CORRUPTION REPORTING HOTLINE

12 MONTH CONTRACT

1 PURPOSE

This Terms of Reference is for a Project Manager who will be responsible for managing and coordinating all aspects of a new SMS Corruption Reporting Hotline for the Inspectorate of Government (IG). The Hotline is a new communication mechanism which will allow citizens of Uganda to immediately report grievances to the IG's office at no cost. The main role of Project Manager will be to provide full time support, to incoming corruption messages and reports. This will include reviewing messages as they come in, ensuring that all reports are complete, sorting and tagging these messages based on content, and forwarding them to the Northern Uganda Social Action Fund (NUSAF), Transparency, Accountability and Anti-Corruption (TAAC) Coordinator. Additionally, the Project Manager will be responsible for updating the status of the complaints in the system and documenting outcomes. The Project Manager will work with the IG to develop management procedures for the system, including but not limited to confidentiality, handling of information, responding to complaints, etc.

2 BACKGROUND

The Inspectorate of Government is an independent institution charged with the responsibility of eliminating corruption, abuse of authority and of public office. Its mission is to promote good governance through enhancing accountability and transparency; and enforcement of the rule of law and administrative justice in public offices.

The functions and powers as enshrined in the Constitution (Art. 225 and 230) and the IG Act (2002) include to; investigate or cause investigation, arrest or cause arrest, prosecute or cause prosecution, make orders and give directions during investigations nor as a consequence of its findings; access and search – enter and inspect premises or property or search a person or bank account or safe deposit box among others.

In line with their mandate, the Inspectorate of Government has been engaged to implement the Transparency, Accountability and Anti-Corruption Component (TAAC) of the Second Northern Uganda Social Action Fund (NUSAFII.) NUSAFII pulls together the lessons of NUSAFI on the promotion of public and social accountability in the design of a stronger service delivery mechanism mainstreamed in to existing government systems through the creation of the TAAC.

The Office of the IG will use both enforcement and preventive/proactive measures for the TAAC, including promoting: (i) community level transparency; (ii) systems of immediate reporting of grievances; (iii) collaboration with anticorruption agencies; (iv) support of audit, financial and procurement management systems at all levels of implementation; (v) built-in mechanisms of rewards and sanctions; (vi) participatory monitoring tools; (vii) rapid results initiatives; (viii) development communication; and (ix) gender mainstreaming.

Under the TAAC component, the “Social Accountability and Community Monitoring” (SACM) activity, aims to build the capacity of communities to identify corruption and improve accountability. Additionally, the TAAC component seeks to decrease the cost of reporting corruption and improving information between communities and its office, by introducing a new SMS Corruption Reporting Hotline. Through this medium, citizens will be able to send a SMS message to report cases of corruption to the IG. This will allow for immediate reporting of grievances and will improve the IG’s ability to respond to these issues.

3 SPECIFIC ACTIVITIES AND DUTIES

- The Project Manager will be expected to provide full time support to incoming messages and reports. This will include reviewing messages as they come in, ensuring that all reports are complete, sorting and tagging these messages based on content, and forwarding them to the TAAC Coordinator for follow-up. The tasks will mainly be computer based, using an online Dashboard developed specifically for this project.
- Follow up on urgent text messages by liaising with relevant IG authority, as well as with other relevant government ministries where directed. Record the ‘urgent’ text messages and create a draft written response plan for different types of messages received.
- Analyse where gaps in the system exist and work with the Rapid SMS Programmer to explore additional tailoring of the program to result in higher quality reports, improved auto-flagging and automated analysis.
- When authorized, the Project Manager may be required to present technical reports and information about the SMS Corruption Reporting Hotline in public forums, as well as during internal and external meetings. This may involve analyzing and presenting findings, creating policy briefings or memos, and/or delivering Powerpoint presentations.
- The Project Manager will be responsible for documenting the early project challenges and successes as well as lessons learned through regular reporting. During the preliminary phase of implementation, it is expected that the Project Manager will provide daily email updates to the relevant IG officials on the launch of the program. As the hotline becomes more routine, reporting will become less frequent, with summary reports provided on a weekly or monthly basis. Additional documentation may include a ‘User Manual’ or other types of manuals so that the system and its functionality are fully documented for future users.
- On a monthly basis, the Project Manager will be expected to compile reports following a basic template.
- When necessary, the Project Manager will also provide administrative, clerical, or other types of support required to the Public and International Relations and communications departments of the IG to ensure successful implementation of the related hotline public awareness campaign or other hotline related activities.
- The Project Manager may be required to travel to regional or district IG offices in any area of Uganda in order to provide technical support or training to regional officers on the system, to document report responses, to meet with responders, or to evaluate the program on an ongoing basis.

4 WORK PERIOD AND PAYMENT

The preliminary contract will be for a 12 month period. Payment will be made based on successful delivery of monthly reports to the IG Office. Monthly reports should document successful completion of activities agreed to in a monthly work plan as agreed with the IG at the beginning of each month. The IG Office will provide a template for these reports.

5 REQUIRED QUALIFICATIONS

- At a minimum, the candidate must have completed a Bachelor's degree, with a qualification in a relevant field, such as Social Sciences, Statistics, Communication, Project Management, IT, etc.
- Excellent computer skills and knowledge of software programmes including Word, Powerpoint and Excel, and is comfortable using web based content management sites, databases and information portals.
- At least 3 years' relevant work experience in customer service support, administrative work, and/or project management. Excellent communication skills.
- Basic statistics. Experience analysing data, and summarizing key findings in a written report.

It is highly recommended that the candidate additionally have:

- Good public relations skills.
- Knowledge of the Inspectorate of Government or other anti-corruption programs.
- Knowledge of at least 1 Ugandan national language in the NUSAF project area.
- Experience with SMS-based campaigns, mobile phone or other technology applications .
- Experience working with call centres and computerized case management systems.