



Terms of Reference

Developing Standard Operating Procedures (SOP) for the African Union Commission Directorate

1. INVITATION

The African Union Commission requires Professional services to design effective SOP to enable the Administration and Human resources (AHRM) Directorate and the Programming, Budgeting, Financing and Accounting (PBFA) to provide effective, efficient and timely services to its stakeholders.

2. BACKGROUND

The African Union (AU) was established as a unique Pan African continental body, charged with spearheading Africa's rapid integration and sustainable development by promoting unity, solidarity, cohesion and cooperation among the peoples of Africa and African States as well as developing a New Partnership worldwide. Its Headquarters is located in Addis Ababa, capital city of Ethiopia. The African Union Commission (AUC), is the secretariat of the AU, which is the key organ playing a central role in the day-to-day management of the AU. Among others mandates, the AUC represents the Union and defends its interests; elaborates draft common positions of the Union; prepares strategic plans and studies for the consideration of the Executive Council and the Assembly; elaborates, promotes, coordinates and harmonizes the programmes and policies of the Union.

In line with the 2014-2017 AUC Strategic Plan priorities, the Commission seeks to drive performance and operational efficiency across the Commission in a standardized, efficient, transparent and accountable manner. In this regard, the AU Commission's Directorate of AHRM and PBFA wish to hire an experienced consultant to assist the two directorates to lead the development and implementation of effective SOPs in Administration, Human Resources, Procurement, Finance, Budgeting and Accounting.

3. OBJECTIVES

In view of the above, the broad objective of the consultancy is to facilitate the design SOPs following Methodologies:

- Assess the existing practices and SOPs for each activity in the Directorates in collaboration with the staff members within the Directorates to meet the identified gaps and the Kaizen Team.
- Provide comprehensive report on identified opportunities for improvement and a customized actionable plan.
- Deliver clear and actionable recommendations with a practical plan of implementation that includes operational timelines and measuring tools.

An agreed and well tested assessment methodology shall be applied for the process to ensure that findings and recommendations are fully substantiated and based on transparent and consistent data collection. Recommendations must be actionable and designed to fit the specific needs of the Directorates. The recommendations shall be based on a good international practice specifically adapted to organizations like the African Union.

4. SCOPE OF WORK

Under the supervision of the AUC leadership Team, the SOPs shall cover the service provision for the AUC, including its specialized Agencies and Liaison/ Regional Offices, in consideration of its Mandates, Statutes, Assembly Decisions and Rules and Regulations governing its operations.

The consultant shall also run an assessment of possible automation and simplifications of the organizational business process in line with internationally recognized best practices.

4.1 THE ROLE OF SOPs

Well written SOPs are critical to a service provider to render consistent, efficient and high quality services to its stakeholders. They should provide direction, improve communication, reduce operational cost/ waste and improve work consistency to drive excellence and seamless service delivery.

The consultant should design clear SOPs for each identified activities within the Directorate's and set up the management systems and infrastructure to develop, maintain and enforce them effectively.

4.2 INTERFACE WITH OTHER DOCUMENTS

The developed SOPs are subject to the applicable rules and regulations that govern the Union and its Organs. They should incorporate the African union missions and visions, mandates, statutes, Assembly, executive Council and Permanent Representative Decisions, 2014-2017 Strategic plan, the financial and Staff regulations and Rules and all other applicable directives and circulars.

5. COMPETENCES OF THE CONSULTANT

Over ten years of experience in working in Programme and Project Managements in Public, Private similar organizations. The Consultant must hold a Master Degree in Engineering, Management or Public Administration or any related fields.

At least five years of experience in HR, Finance, ICT and Administration or in other related fields is mandatory.

Proven track record in business Process engineering and Change Management in Public, Private or similar organizations.

A certificate on Project Management would be an added advantage.

6. DELIVERABLES

Provide the following reports:

- Identify redundancies in execution and proposal on how to eliminate them;
- Comprehensive, effective and flexible SOPs for each identified activities within the Directorates;
- Application framework for each identified and validated tasks, routines and/or Processes;
- SOP manual that logically and sequentially groups all SOPs;
- SOPs update and/or change process including validation, approval and circulation process as well as training and communication channels and methodologies;
- Actionable implementation Plan with timelines including all financial implications, required steps with the potential risk and the associate mitigation measures.
- Monitoring and evaluation tools for the recommended SOPs to ensure their effectiveness.

7. Duration of Services

- The Project Manager will be based in Addis Ababa, Ethiopia
- Contract duration will be for six months renewable subject to availability of funds and satisfactory performance.

8. Applications must be sent by e-mail to Tender@africa-union.org. The subject of the e-mail application must bear the procurement title of the assignment.

9. The Deadline for submission of CV's is 17th May 2016 at 17hours Addis Ababa Time. Late applications will not be considered. Only Shortlisted candidates will be contacted.