

ANNEX 1: TERMS OF REFERENCE (TORS) FOR THE PROVISION OF HUMAN RESOURCES RECRUITMENT SERVICES

A. BRIEF DESCRIPTION OF SERVICES REQUIRED:

The agency shall deliver to UNFPA Mozambique Country Office the following deliverables:

1. Complete recruitment services
2. Partial recruitment services
3. Search / Headhunting

B. BACKGROUND

UNFPA Mozambique Country Office (CO) is implementing the second year of its ninth Country Programme (CPD 2017-2020). As part of the CPD's Resource Mobilization Strategy the CO has mobilized a considerable amount of funds from different donors (non-core funds).

Under the new contribution agreements, UNFPA has committed to achieve time bound results. This requires a stronger Human Resources configuration with the appropriate number of project staff and skills mixed which involves hiring of additional personnel. This growth entails an unusual workload for the UNFPA's Human Resources team which needs to be reinforced in order to respond to the staffing needs.

To address the above, the CO seeks to engage / outsource a Human Resources Recruitment Agency, throughout a period of one year, to carry out partial and comprehensive recruitment processes, and search / headhunting of personnel. It is expected that in 2018 UNFPA would hire more than 10 project persons. The agency shall be composed of highly competent HR experts with proven experience in recruitment and knowledge of the local Human Resources market.

C. PURPOSE OF SERVICES

The main objective of the assignment is to assist UNFPA CO to identify suitable candidates for the different project vacant positions, in the most transparent, cost effective and efficient method. The services shall be rendered maintaining the highest standards of confidentiality and professionalism and sound judgment.

UNFPA will provide to the Agency the respective Job Descriptions of vacant posts and the agency will do the advertisement, long-listing, written / knowledge / skills tests necessary as per the nature of the posts, employers reference checks, and submit to UNFPA a short list of minimum 5 candidates for each post. The agency, after consultation with UNFPA, may also include in the short list suitable candidates from the Agency's existing pool of applicants.

As needed, it will also be required from the Agency to support UNFPA with search and headhunting of high level professionals, e.g. managers, technical experts, etc.

D. SCOPE OF THE SERVICES

- UNFPA Mozambique Country Office (UNFPA CO) shall, as and when it may deem necessary, make a specific request to selected agency for assistance in its recruitment process.

- The recruitment process applied by the agency shall comply with the minimum recruitment and selection requirements set out in relevant UNFPA's policies and procedures on Human Resources / staffing.
- Upon receipt of vacancy request from UNFPA CO, selected agency will announce vacancy through their web portal section, local newspapers, social media, or provide executive search services where they provide a pool of potential candidates directly to UNFPA CO for required job position.
- Vacancy announcements, if posted by the agency must be previously approved by UNFPA CO.
- As per mutually agreed timeline, after vacancy announcement, selected agency shall compile and tabulate all the applications received in response to the advertisement and duly screen each of them against the laid down criteria and short-list the eligible candidate(s) for further selection process. The entire compiled data as above along with the short-listed candidates shall be submitted to UNFPA CO within the time previously agreed.
- As per mutually agreed timeline, selected agency shall also facilitate various selection support services of Computer Based Test, Group Discussion and Interview, etc. In this, they shall also provide logistics supports of communication, venue, desktops/laptops, and test coordination as per the requirement of service to UNFPA CO.
- The Agency will report to the UNFPA CO by providing regular progress updates. The first weekly update will be presented during the first two weeks of the commencement of the assignment. A detailed report will be presented at the end of the selection process, including a detailed evaluation report on each candidate.

E. MAIN TASKS / ACTIVITIES

- Hold discussions with the HR focal point of UNFPA CO to determine the requirements for the positions.
- Hold discussions with the HR focal point of UNFPA CO to fine tune the requirements for the suitable candidates.
- Screen applications received against the relevant job descriptions for the positions which will be availed by UNFPA CO.
- Provide an expert analysis of the resumes/applications received.
- Conduct an in depth interview of potential candidates.
- Prepare a shortlist following the interviewing of potential candidates.
- Approach suitable candidates to determine whether they may be interested in the position.
- Conduct reference checks based on information provided by the shortlisted candidates.

E. METHODOLOGY AND TECHNICAL APPROACH

- During the entire period of the assignment, the agency and its personnel shall make themselves available for providing services to UNFPA CO.
- In providing services to UNFPA CO, the agency and its personnel shall ensure to the best of its reasonable endeavors, exhibit the highest professional standards and exercise due

care, skill, and competence to ensure that the services provided is to the full satisfaction of UNFPA CO, and in accordance with UNFPA's recruitment and selection policy.

- The agency shall render the services in a proper and timely manner.
- The agency shall always comply with the relevant local labor laws and policies of UNFPA while providing services to UNFPA CO.

F. EXPECTED OUTPUTS AND DEADLINES

- Timely recruitment processes undertaking within the timelines agreed with UNFPA CO.
- Submission of relevant reports and supporting documentation of recruitment processes within the timelines agreed with UNFPA CO

G. QUALIFICATIONS AND REQUIREMENTS OF THE CONTRACTOR AND ITS TEAM MEMBERS

The recruitment agency must meet the following specifications:

- At least 5 years of professional experience in the HR consulting field mainly in recruitment and selection, preferably working in/with INGOs and international organizations.
- Extensive experience in executive search and selection assignments, with the ability to attract a large number of suitable candidates.
- It should have a proven track record of working with international development organizations and placement of senior management teams for such institutions in Mozambique.
- The recruitment agent will have an experienced team with a specified team leader for this assignment. The team leader will need to have a minimum of 10 years' experience in executive search and selection, 10 years' experience in HR related work and should have a degree in any related field.
- Designated personnel should also possess:
 - o an advanced degree in Human Resources Management or a related subject.
 - o extensive knowledge of local and international labor laws, acts, regulations and procedures.
 - o Strong IT skill.
 - o Strong communication and interpersonal skills.
 - o Flexible, creative, detail-oriented and well organized.
 - o Ability to maintain highest standards of confidentiality and professionalism and sound judgment.