



TIC TIMOR “MATADALAN TEKNOLOGIA RAILARAN”

TERMS OF REFERENCE	UID OPERATIONS LEAD	TOR Number: TIC/UID/22.004
		APPROVED: Executive Director
		CHECKED: Human Resource
		ORIGINATOR: UID Secretariat
		ISSUE DATE: 8 March 2022
Job Location	TIC TIMOR I.P Office in Palacio do Governo, Dili, Timor-Leste	
Contract type	National	
Contract Duration	Until December 2022 with possibility of extension	
Reporting Line	Director of Unique ID	

I. BACKGROUND

TIC TIMOR IP is an agency established under the decree law number 29/2017 on 29th August 2017. The primary objective of the establishment of the agency is to improve effectiveness and efficiency of service delivery through the electronic Government including the initiative and implementation of a structure that can improve service delivery of the Information and Communication Technology that is stable, secured nationally and internationally, define a standard to guarantee compatibility of equipment and software including interoperability of systems and applications, security of data in relation to Government's activity with its citizen and public institutions.

II. OBJECTIVE

Directorate of Unique Identification (UID), TIC Timor I.P is implementing the Integrated Strategy of Unique Identification to all citizens and residents in Timor-Leste from 2022 onwards. Therefore, TIC Timor is looking to employ an experienced **Operations Lead** to lead the daily office administration and management of all the operations for this program implementation to successfully and productively achieved the short, medium and long term targeted plans of Unique ID program.

III. SCOPE OF WORK

1. Lead the department with all its staff to ensure the regular support to the administration and operation of the implementation of the UID program
2. Manage all the administrative functions as well as facilities to ensure efficient and consistent operations as the program scales
3. Coordinate with finance department on the procurement of material and resources for the UID Program implementation
4. Manage the logistics of all the operation of the UID Program
5. Manage and develop UID Program human resources and administration, enhancing professional development, performance evaluation, training, and recruiting and all other HR requirement of the Directorate
6. Ensure that recruiting processes are consistent and streamlined
7. Establish and manage a comprehensive training program to educate employees regarding staff tools, policies, and procedures
8. Prepare reports of activities of the Directorate of UID
9. Travel to Municipalities where required
10. Perform other tasks as requested by the direct supervisors and or TIC Timor Executive Director



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IV. SELECTION CRITERIA

1. A minimum degree of a BA in Administration or an associated field
2. Proven experience in operations, administration or equivalent position in any relevant institution at least with a minimum of 5 years' experience;
3. Excellent communication and relationship building skills with an ability to prioritize, negotiate and work with a variety of internal and external stakeholders
4. Personal qualities of integrity, credibility, and dedication to program success.
5. Fluency in the English language (written and verbal) is essential and working knowledge of Portuguese is preferred

V. KEY DELIVERABLES

1. In accordance with the scope of work listed above.
2. Within four (4) weeks of commencement of the assignment, develop an Annual Work Plan that is consistent with the relevant activities and performance indicators, for approval by the Executive Director.
3. Prepare and submit Quarterly Progress Report to the Executive Director in accordance with annual work plan
4. End of Assignment report to the Executive Director, no later than 10 working days prior to the end of contract.

VI. PERFORMANCE EVALUATION

The performance will be appraised and evaluated by the TIC TIMOR I.P management, using the Performance Appraisal System. This process will include a probation review within three (3) months of the commencement of the contract, regular reporting, ongoing workplace communications and annual performance appraisal. Performance indicators are in place for all areas within the Institution, and staff work will be contributing to the achievement of the priorities as set out in their TOR and in the Institution's Five Years Plan.

The above terms of reference and qualifications are not meant to be all-inclusive. Additional responsibilities and qualifications may be added at any time by the employee's direct supervisor or Executive Director of TIC Timor I.P.

TIC TIMOR IP is an Equal Opportunity Employer that encourages applications from persons with disabilities and members of underrepresented groups.

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