



TIC TIMOR “MATADALAN TEKNOLOGIA RAILARAN”

TERMS OF REFERENCE	UID REGISTRATION COORDINATOR	TOR Number: TIC/UID/22.014
		APPROVED: Executive Director
		CHECKED: Corporate Service
		ORIGINATOR: UID Secretariat
		ISSUE DATE: May 2022
Job Location	TIC TIMOR I.P Office in Palacio do Governo, Dili, Timor-Leste	
Contract type	Fixed Term - 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 Government approved Integrated Strategy of Unique Identification (UID) to all citizens and residents in TL from 2022 onwards. Therefore, TIC Timor I.P. is looking to employ a dedicated and flexible **Registration Coordinator** who can work well under pressure and meet deadlines so to successfully achieve the targeted registration plans of Unique Identity for all Timorese citizens and residents.

The Registration Coordinator will be responsible for leading the process of planning, implementing, and supervising the registration processes including the preparation of registration logistics and partnerships and implement filed level registrations as outlined in the UID Strategic Plan.

Registration Lead will work under the supervision and overall guidance of UID Director, and work in close coordination with other coordinators.

III. SCOPE OF WORK

1. Develop strategies and methods for registrations including the registrations of groups, such as elderly women and men, people with disability, overseas Timorese, etc.
2. Work with other UID teams to design incentives method to encourage registrations
3. Work with other government registration bodies to see possibilities of carrying out registration in conjunction with other Suco-based initiatives including civil registration, voter registration, the census, etc.
4. Organize certification and registration by approved agents in Urban and semi-urban areas
5. Organize and develop a full training program for all personnel undertaking registration including customer services
6. Organize the registry team to undertake the registration process from pilot to mass registrations



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7. Supervise the registration of unique identity of citizens and residents by the registry teams in determined registration centers based on the training instructions provided or relevant information given prior to the actual registration works in the field
8. Work with the Communication lead to organize the establishment of a toll-free help line to answer questions arising from registration (by customers or agents).
9. Perform other tasks as requested by the direct supervisor and other relevant superiors such as Director of UID and Executive Director of TIC Timor

IV. SELECTION CRITERIA

1. A Bachelor’s Degree in the Social Sciences, Law, Business, Computer Engineering, Science/Information Technology or other related discipline from a recognized University or equivalent professional qualification
2. Minimum 2 years of relevant experience in designing registration methods and trainings
3. Excellent interpersonal and communication skills, flexibility, and organizational skills with strong capacity in multitasking.
4. Have facilitation skills for training or workshops
5. Demonstrated computer skills, particularly in data entry and data management
6. Able to perform under stress when confronted with emergency, critical, and unusual circumstances.
7. Able to work with minimal supervision

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 and
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 female, persons with disabilities and members of underrepresented groups.

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