



Government of Saint Lucia

**Ministry of Tourism, Investment, Creative Industries,
Culture and Information**



OECS REGIONAL TOURISM COMPETITIVENESS PROJECT

**TERMS OF REFERENCE
FOR PROJECT IMPLEMENTATION OFFICER**

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April 2022(V4)

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Project Background

The Ministry of Tourism, Investment, Creative Industries, Culture and Information is currently implementing the **OECS Regional Tourism and Competitiveness Project (ORTCP)** - a six-year tourism development project, which is funded by the World Bank Group as a regional initiative to bolster the competitive placement of the main export of the OECS, as it particularly relates to Grenada and St Vincent and the Grenadines and Saint Lucia.

The original objectives of the Project were to: (i) facilitate the movement of tourists within the participating countries using ferries; (ii) improve selected touristic sites; and (iii) strengthen implementation capacity for regional tourism market development in the participating countries. However, the ORTCP has been restructured to achieve the ultimate aim of improved selected tourism sites and strengthened capacity of resources, to contribute to the industry's recovery from COVID-19 related economic impacts.

Under the OECS Regional Tourism Competitiveness Project, The Government of Saint Lucia (GoSL) wishes to develop several public tourism sites as part of its broader program – Community Tourism – an initiative focused on building and/or enhancing public infrastructure in rural communities that lend to touristic attraction. Some of the sites earmarked for development include the Castries Market Container-Box Park Shopping Facility, the Gros Islet Entertainment Beach Park, the Choiseul Craft Centre, amongst others. The program is also expected to influence private investment in accommodations, restaurants and entertainment which gives rise to horizontal linkages in the sector that allow more locals in quaint communities and villages to benefit directly from tourism-based revenue.

Given that majority of the activities still pend critical processes before the official award of contract for major civil works, there is an emphasized need for monitoring and troubleshooting from the project's Team. On this basis, with a view to strengthen the capacity of the project team, The Ministry of Tourism, Investment, Creative Industries, Culture and Information and Project Coordination Unit of the Department of Economic Development seeks to engage the services of a **Project Implementation Officer** with experience in project supervision and reporting, stakeholder management and public service administrative support.

Objectives of the Assignment

The objective of this assignment is to engage an experienced project support specialist to provide day-to-day implementation and monitoring and evaluation support to the consulting Project Manager of the OECS Regional Tourism Competitiveness Project, which is managed by the Ministry of Tourism, Investment, Creative Industries, Information and Culture.

General Scope of Services

The employment is full-time and substantially will be performed on site at the Ministry of Tourism, Investment, Creative Industries, Information and Culture. The Project Implementation Officer will work closely with the consulting Project Manager contracted by the Ministry of Tourism, Investment, Creative Industries, Information and Culture.

The Project Implementation Officer will liaise and work closely with the Project Manager, Project Coordinator, Project Engineer, Procurement Officer, Social Safeguards Officer and Communications Officer. Additionally, the Project Implementation Officer will liaise and work closely with other critical government agencies and departments which impact the implementation of the project by virtue of applicable processes and laws.

The Project Implementation Officer shall be responsible for the preparation and update of administrative project logs and registers specific to internal processes that impact overall implementation efficiency, as well as supervising internal stakeholder routines and maintaining communications relevant to achieving key deliverables of the project.

All project logs, registers and other specially requested project reports will be reviewed by the Project Manager before any official submissions made to the Permanent Secretary in the Ministry of Tourism, the Project Coordinator of the Project Coordination Unit, or any other Officer from project-related agencies.

Specific Scope of Services

The specific responsibilities and asks:

- Provide supervision and administrative support to the Project Manager, as well as coordinating and linkage support to personnel of project team where necessary, particularly in engagements and communications with associated public sector and local governance agencies.
- Regularly report to the Project Manager on progress, status and challenges of project processes through standard log sheets and registers;

- Support the Project Manager with the team's biweekly meetings to facilitate coordination of the project team and the management of their processes. The Project Implementation Officer will also support in preparation of draft implementation reports on project progress for review by the Project Manager;
- Support with the preparation of clerical documents where applicable, which includes review of Terms of Reference, Specifications and other technical information required for bidding;
- Assist the Project Manager in coordinating support from executing ministries and agencies to enable timely procurement;
- Periodically visit project sites to assist the Project Manager in the monitoring and evaluation of project activities;
- Assist the Project Manager in the monitoring of the project's results framework; and
- Any other related duties as assigned by the Project Manager and/or Permanent Secretary.

In undertaking the assignment the Project Implementation Officer will work closely and collaborate with the Project Manager and by extension the relevant Ministry of Tourism, Investment, Creative Industries, Culture and Information team and Technical Project Team.

Duration

The Project Implementation Officer will be engaged on a full-time basis and is expected to commence the assignment on August 30, 2022 for a period of one year in the first instance; renewable annually subject to satisfactory performance, with an intermediate performance evaluation after the first six months of services rendered.

Performance Assessment

The Contract inclusive of the Terms of Reference, and detailed work plan with agreed targets will be used as the basis to evaluate performance.

Qualifications and Experience Requirements

Minimum required education and experience

Academic:

- Bachelors' degree in either Tourism/Hospitality Management, Economics, Business Administration, Project Management or related Social Sciences with at least three (3) years of relevant experience in project support, public sector or tourism-related office administration and accounting

or

- Professional certification in Project Management, Tourism/Hospitality Management, Business Administration or related Supervisory Skills with at least five (5) years of relevant experience in project support, business administration and account or tourism-related services.

Experience:

- Ability to communicate effectively, verbally and in writing with a wide range of people.
- Hard-working and demonstrated experience in deliver on conflicting demands within tight deadlines.
- Excellent IT skills, including knowledge of Microsoft Programs such as Excel, Database, Powerpoint, Word.
- Able to handle confidential and sensitive issues in a responsible and mature manner.

Outputs and Deliverables

- Prepare weekly progress reports on the status, challenges, indicators, ongoing contracts, and the level of implementation of project activities
- Prepare and update logs and registers specific to project processes such as contract management, WB approval timelines, and implementation forecasts.
- Other just-in-time reports as requested by the Project Manager.

All Reports and documents prepared for the assignment are the property of the Government of Saint Lucia.

Terms and Conditions

The Ministry of Tourism, Investment, Creative Industries, Information and Culture shall make and provide the following to the Project Officer:

- Relevant documents, data, statistics and information required for the execution of project activities;
- When necessary, assign counterparts to assist the Project Implementation Officer in executing assigned duties;
- Office space and equipment for carrying out the assignment
- The Project Implementation Officer shall not accept any courtesies/invitations offered from any parties other than the Government of Saint Lucia.
- Documents or data provided by the Government of Saint Lucia for the purpose of this project shall be considered confidential and should not be disclosed to any party.
- The Project Implementation Officer shall not have a potential conflict of interest, and will undertake the assignment with the highest professional standards and exercise confidentiality in discharge of the assignment
- To ensure impartiality, the Project Implementation Officer must not in any way be affiliated with business entities that are currently providing or are seeking to provide goods or services to the project.