



International
Trade
Centre

Terms of Reference

Mentor in Upwork freelancing and Graphic Design (National Consultant) - Nairobi, for Refugee Employment and Skills Initiative - Kenya

Division of Country Programmes (DCP/OD)

Duration: 6 weeks (part-time)

Duty station: Homebased in Kenya

Period: 12 April 2021 – 31 May 2021

Background

About ITC:

The International Trade Centre (ITC) is a joint agency of the United Nations and the World Trade Organization, focusing in particular on developing the export capabilities of small and medium-sized businesses in developing and transition economies. ITC is 100% "Aid for Trade", supporting trade that delivers inclusive and sustainable development results.

About the assignment:

The Refugee Employment and Skills Initiative (RESI) is a flagship initiative of ITC under the Vulnerable Migration and Forced Displacement framework. RESI Dadaab, Kenya is focused on training refugees and host community members in Dadaab, Kenya in online freelancing and providing them with market access support. This includes helping freelancers build a profile on Upwork.

The RESI Online Freelancing Upwork Bootcamp allows RESI freelancers to practise the entire process of applying for work and completing a job on Upwork, supported by personalized guidance from a mentor with solid experience in working as a freelancer on Upwork. By the end of the Bootcamp, RESI freelancers will have received targeted guidance to improve their ability to apply for jobs, attend interviews and communicate with clients online.

Starting in April, the next Bootcamp will target RESI freelancers who have undergone training in graphic design. The National Consultant will provide mentorship in Upwork and Graphic Design throughout the Bootcamp.

The Bootcamp runs for approximately five weeks and consists of six tasks that ultimately lead to the completion of one online job. Participants are assigned a Bootcamp Mentor, who helps the freelancers to successfully complete each task. These mentors are responsible for providing feedback after each submission of a task and guiding them on improving their work until successful completion. Participants can only proceed to the next task once the task they are working on has been successfully completed. If necessary, participants may have to repeat one task several times until the work has been satisfactorily done.

Duties & Responsibilities:

ITC RESI is looking for a mentor who will supervise up to 20 participants throughout the next Bootcamp, following a clear strategy provided by ITC RESI.

The consultant will work under supervision of the ITC RESI Bootcamp Coordinator and with support from the ITC RESI Mentorship Coordinator in the Office of the Director (DCP/OD) under the guidance of the Associate Programme Advisor in DCP/OD), and with overall approval of the Director of the Division of Country Programmes. The consultant will carry out the following duties:

Designing a mock-up job and preparing each task:

- Creating a mock-up job and job post for the test job offered to the participants.
- Preparing all six Bootcamp tasks by drafting guidelines and directions.

Mentoring:

- Sending out each task once approved by RESI.
- Mentor the participants and provide directions to them on each task, ensuring that they complete the tasks successfully at an acceptable quality-level by email, phone, WhatsApp or on Upwork.
- Coach participants that may have to repeat a task several times until the work has been satisfactorily done.
- Follow up on participants that do not deliver via email, WhatsApp or phone calls.

Provide Feedback and Evaluation:

- Provide thorough evaluations to the participants after each task via templates provided by RESI.
- Providing final evaluation to the participants after completion of all tasks.

Tracking and reporting:

- Tracking participants and reporting on the progress of each participants using template provided by RESI.
- Sharing an evaluation of each task.
- Provide a high-level review of the participants and the activity using template provided by ITC RESI.

Qualifications, Competencies and experience required

- Undergraduate degree in Graphic Design, Communications or similar
- 5 years of experience in Graphic Design
- 2 years of experience working on Upwork
- Experience teaching or mentoring
- Strong expertise in Graphic Design
- Extensive knowledge of Upwork processes
- Proficiency in graphic design software
- Excellent communication, collaboration and time management skills
- Ability to work independently
- Attention to detail
- Patience
- Experience working with people from diverse backgrounds is a must. Experience working with people from the African region is a plus.
- Familiarity with displacement issues, particularly in Dadaab, is a plus
- Experience working with vulnerable communities is a plus

Languages

Written and spoken fluency in English. Knowledge of Swahili and Somali a plus.

Application

Qualified applicants may submit their CV and a cover letter at resi@intracen.org. Applications close at 11:59 EAT on 11 April 2021.