

Concept Note

Private Sector Engagement in Digital Refugee Livelihoods Assessment & Road Map

International Trade Center and Amahoro Coalition

Description of Assignment: National Consultant

Duty Station: Kenya

Period of Assignment: 01 April – 31 July 2021, approximately 4 months

Expected start date: 01 April 2021

Date of Issue: 17 February 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 Amahoro Coalition:

The Amahoro Coalition is an African-led initiative convening multi-sector actors from across the region to accelerate private sector leadership in driving sustainable market-based interventions that advance economic inclusion for displaced populations. Our mission is to engage and enable the African private sector to expand access to education and livelihood opportunities for refugees while creating value for African businesses and society at large.

About the assignment:

Since 2017, ITC has been delivering trade-led, market-based solutions to promote economic opportunities for people in contexts of vulnerable migration and forced displacement.

One of the primary methods ITC applies in such contexts is the Refugee Employment & Skills Initiative (RESI). RESI deploys innovative ways to address livelihoods development in protracted humanitarian situations. RESI has been implemented in Kenya since 2016 in partnership with the Norwegian Refugee Council (NRC), focusing on home décor and digital services sectors. These two sectors were chosen after a market assessment carried out considering multiples aspects, from the legal environment to the competitiveness potential of these sectors.

The digital services sector is particularly promising, as businesses turn more and more to establish a presence online, to attract clients, market their services/products, and have the opportunity to outsource tasks to online freelancers. This is even more relevant in the context of the Covid-19 pandemic.

For refugees and host community in Kenya, the digital services sector offers a window of opportunity to increase their income in a restrictive working environment.

As part of RESI Dadaab, various research has already been carried out, including a mapping of the digital services value chain in Dadaab and an entrepreneurship ecosystem mapping of Garissa County, where the camp is located.

Currently, the services of a national consultant are needed to build upon existing work to develop an actionable roadmap for private sector actors in Kenya to support refugee economic inclusion specifically through digital services or other technology-enabled opportunities. The research should also ideally identify linkages or opportunities to engage private sector actors within the East Africa region.

Duties and Responsibilities:

The National Consultant will work under the overall supervision of the ITC Associate Programme Advisor, Migration and Displacement, and in collaboration with the Head of Business Development at the Amahoro Coalition.

The National Consultant will be tasked with the following:

- Review existing studies carried out by ITC, Amahoro and other relevant actors in the field of economic inclusion in Kenya, with a specific focus on the demand potential.
- Research and analyze current trends of how private sector actors in Kenya and the region are engaging digital services, including through outsourcing or business process optimization. Both a quantitative (i.e. size) and qualitative assessment should be undertaken, including primary research, such as interviews, and secondary research, such as desk research.
- Map and assess the outsourcing landscape in Kenya and the region, conducting a SWOT analysis on the current environment. This mapping should identify if and how actors are outsourcing, what types of jobs being outsourced and the main recipients of outsourcing jobs. It should also consider the legal/policy environment around outsourced and remote work.
- Map and assess the channels through which private sector partners can engage refugee workers or businesses in digital services (gig economy, online work, outsourcing, etc.).
- Develop actionable recommendations for private sector actors in Kenya to engage refugee workers or businesses in digital services
- Develop actionable recommendations for refugee workers or businesses to make it easier to work with Kenyan businesses
- Develop a comprehensive document (i.e. the road map) containing the information above, in the form of a 30-40 page report, including visuals and formatting with data sets and transcripts provided in the annex..

Qualifications, Competencies and experience required

- Bachelor's degree in Economics, Commerce, or Business Administration, or any other relevant area, advanced degree preferable
- Currently based in Kenya
- Experience undertaking livelihoods and market assessments within the development sector, in particular in Kenya
- Experience with primary data collection (e.g. interviews, focus groups, enumeration, etc.)
- Experience working in and/or researching refugee contexts; knowledge of refugee protection, particularly in Kenya
- Experience working in and/or researching digital skills and remote working environments
- Minimum 5 years' relevant experience to the assignment with a proven track record
- High proficiency in computer skills particularly MS-Office
- Strong internet connection to enable virtual meetings

- Strong research, analytical (qualitative and quantitative), writing, and reporting skills
- Ability to work independently, with flexibility and deliver results under time pressure
- Excellent verbal and written communication
- Strong attention to detail

Languages

Written and spoken fluency in English, knowledge of Swahili and/or Somali a plus.

Documents to include when submitting applications

- i. Brief cover letter detailing interest and competency to undertake the assignment
- ii. Résumé that refers to similar previous experience
- iii. Brief description of methodology to be used in this assignment with suggested budget (max. 1 page)
- iv. Writing sample(s) on topics relevant this assignment (max. 3000 words total)
- v. Contact details of two references with whom you have worked in a professional context

Interested candidates should submit complete applications to resi@intracen.org, with the subject line "Private Sector & Refugee Digital Livelihoods Study - Kenya Application" by **midnight CEST 21 March 2021**. Only shortlisted candidates will be contacted.