

TERMS OF REFERENCE (TOR)

BUSINESS PROCESS RE ENGINEERING (BPR) SPECIALIST (PFMU)

Background:

A Public Financial Management Unit (PFMU) has been established in the Finance Department, to implement Punjab Resource Improvement and Digital Effectiveness (PRIDE) Program. It is a five-year program funded by International Bank for Reconstruction and Development (IBRD) – World Bank Group, with objectives to strengthen Public Financial Management (PFM) Systems and revenue mobilization in the province as well as to promote coherent PFM systems. The PFMU is responsible for day to day Program management in collaboration with other implementing agencies including BOR, E&T Department, PRA. PFMU will work as coordination and implementation Unit and facilitate the FD and Tax Collecting Agencies in implementing the reforms envisaged under PRIDE Program, as it is a multi-sectoral program which is complex in nature and requires a strong coordination and backstopping mechanism for execution of Program activities.

Key project management functions assigned to PFMU include,

1. Act as the main agency responsible for implementation of the project, as well as for delegated tasks on behalf of F.D.
2. All aspects of financial management and disbursement for the Project.
3. Liaising with the Bank;
4. Liaise and coordinate with provincial departments;
5. Monitoring implementation progress towards achievement of the DLIs;
6. Track the DLIs;
7. Maintain project related baseline information;
8. Provide progress reports to the Steering Committee, GoPunjab and the World Bank
9. Formulation of TOR/ RFP, in consultation with implementing agencies for hiring of consultants under the project.
10. Procuring independent consultancies for program interventions and ensuring quality of deliverables.
11. Development and Implementation of Program Communication Strategy
12. Arrange for Third Party Validation of Program Interventions and achievements.

Objectives:

The unit (PFMU) will be staffed with individual consultants/ sector specialists, and headed by a Unit Head, having expertise in the area of PFM. Among other consultants, services of a Business Process Re-Engineering Specialist are also to be engaged who will;

Main Responsibilities:

- i) Define and develop new technical solutions that provide automation and workflow efficiency.
- ii) Develop modern business methods, identifying best practices, creating and assessing performance measurements, and striving for continuous improvement.

- iii) Effective transitioning of existing project teams and the facilitation of project teams in the accomplishment of project activities and objectives.
- iv) Develop and manage the processes for measuring the efficiency and effectiveness.
- v) Interact with all levels of management and be able to document existing processes, manage and analyze data, and recommend enhanced business processes.
- vi) Use knowledge and understanding of process improvement approaches to train and/or facilitate working sessions regarding business processes.
- vii) Provide expertise based on previous experience with training and technical assistance, business process analysis, change management, and other performance improvement.
- viii) Work in a team environment and provide business process management expertise to staff engagements and project work streams.
- ix) Provide guidance and advice to senior officers on the most effective and efficient use of resources to ensure positive and measurable outcomes.
- x) Identify opportunities to improve work processes, enhance quality of service and productivity, and communicate opportunities to senior officers.

Qualification and Experience:

- Minimum 16 years education in Finance/Economics/ Accounting/ Business Administration / Project Management from a reputed Foreign University or HEC recognized institutions.
- Post qualification relevant professional experience of 10 years in analyzing and re-designing Business Processes.
- Experience with a wide variety of Artifacts including Functional Requirements, Process Analysis, Process Improvement.
- Experience of managing a team to define and develop new technical solutions that provide automation and workflow efficiency.
- Experience of assisting with change management initiatives including training, communication plans, stakeholder management.
- Candidate must possess effective Interpersonal and communication skill.