<div align="center">

TERMS OF REFERENCE

PROJECT COORDINATION AND KNOWLEDGE MANAGEMENT SPECIALIST

KARACHI WATER & SEWERAGE SERVICES IMPROVEMENT PROJECT

</div>

1. Introduction

The Karachi Water and Sanitation Services Improvement Project (KWSSIP), supported by the World Bank, AIIB, and the Government of Sindh, aims to improve water supply and sanitation services in Karachi and strengthen the operational and financial performance of the Karachi Water and Sewerage Corporation (KW&SC).

The Specialist will serve as the central coordination focal point within the Project Implementation Unit (PIU) and KW&SC, responsible for supporting strategic execution, operational oversight, and performance management across all components of KWSSIP. Given the multi-departmental and multi-stakeholder nature of the Project, this role will ensure effective coordination, systematic documentation, and transparent information sharing to facilitate timely implementation, reporting, and compliance. Accordingly, the PIU intends to engage an Individual Consultant as Specialist to support these functions.

The objective of this assignment is to provide administrative, coordination, and document management support to the PIU by facilitating effective liaison between the KWSSIP PIU and relevant KW&SC departments, and by ensuring structured file management and controlled access to project documentation in coordination with KW&SC's information systems.

2. Scope of Services

The Consultant shall perform the following tasks:

A. Stakeholder Coordination

- Serve as the primary point of contact for coordination among all project stakeholders
- Maintain comprehensive stakeholder contact directory with roles, responsibilities, and communication preferences
- Facilitate information flow between KW&SC departments, World Bank, Government of Sindh, contractors, and consultants
- Coordinate responses to queries and information requests from stakeholders and follow-up reminders
- Implement structured communication channels using professional project management tools (supplementing WhatsApp-based coordination)
- Manage email correspondence and ensure timely responses to stakeholder communications
- Facilitate onboarding of new stakeholders and team members with comprehensive project briefings
- Maintain a coordination tracker to monitor requests, responses, and pending actions.

B. Administrative and Communication Support

- Assist in preparation and circulation of official correspondence, internal notes, and follow-up communications between PIU and KW&SC.
- Support organization of coordination meetings, technical meetings, and review sessions.
- Prepare minutes of meetings and track agreed action points.

C. Reporting and Information Flow

- Support collection and consolidation of inputs from KW&SC departments for progress reports, MIS updates, and internal reviews.
- Assist in timely coordination of inputs required for Quarterly Progress Reports and other project reporting obligations.

D. File and Document Management (Critical Function)

- Establish and maintain project file and document management system, including administrative, coordination, and non-confidential project records. Implement document naming conventions, folder structures, and version control protocols
- Ensure that relevant KW&SC staff have appropriate and timely access to project documents required for implementation, review, and reporting. Manage access permissions ensuring appropriate stakeholders have access to relevant documents.
- Coordinate closely with the Chief Information Technology Officer (CITO) of KW&SC and the PIU to align document handling practices with the file management system, digital repository, or access protocols adopted by KW&SC.
- Support compliance with record-keeping, transparency, and audit requirements, without assuming ownership of IT systems or databases.
- Create and maintain templates for common project documents (meeting minutes, progress reports, memoranda)
- Ensure proper archival and backup of all project documentation

E. Meeting management and coordination

- Coordinate scheduling of all project meetings and field visits
- Prepare comprehensive meeting agendas in consultation with relevant stakeholders
- Distribute meeting invitations with agendas and relevant background materials
- Arrange meeting logistics including venue, technical equipment, refreshments, and virtual meeting links
- Document detailed meeting minutes capturing discussions, decisions, and action items
- Circulate meeting minutes promptly to participants and relevant stakeholders
- Track and follow up on action items assigned during meetings
- Maintain a master calendar of all project meetings and events

G. Quality assurance and compliance

- Maintain audit trails for key project decisions and approvals
- Support internal and external audits by providing required documentation
- Ensure project activities align with Government of Sindh and KW&SC policies

F. Other Duties

- Perform other administrative or coordination tasks as assigned by the Manager HR & Admin or Project Director, consistent with the objectives of the assignment.

4. Reporting Arrangements

- The Consultant shall report directly to the Project Director, PIU–KWSSIP.

- The Consultant shall work in close coordination with the Project Director, Deputy Project Director, relevant PIU staff, and KW&SC counterparts, including the CITO, as required.

5. Deliverables

- **Project Coordination Framework:** Within 1 month of commencement, establish comprehensive coordination protocols, communication channels, and management systems.
- **Digital Document Repository:** Fully functional document management system with all current project documents organized and accessible to relevant stakeholders.
- **Weekly Progress Reports:** Concise weekly status updates highlighting key achievements, upcoming activities, and issues requiring attention.
- **Monthly Consolidated Reports:** Comprehensive monthly reports consolidating progress across all components with analysis and recommendations.
- **Meeting Minutes and Action Tracker:** Complete documentation of all meetings with action item tracking system ensuring accountability and follow-through.
- **Project Dashboard:** In collaboration with Project Management Specialist and M&E specialist, maintain real-time visual dashboard providing comprehensive project status overview accessible to all stakeholders.
- **Stakeholder Communication Register:** Comprehensive log of all formal communications, decisions, and approvals among project stakeholders.
- **Issue and Risk Register:** Regularly updated log of project issues and risks with mitigation strategies and resolution tracking in line with the Project Operations Mnual
- **Onboarding Materials:** Comprehensive orientation package for new stakeholders including project overview, key contacts, processes, and document repository access.

6. Qualification and Experience

Education:

- Masters' degree in Business Administration, Public Administration, Management Sciences, Engineering, or a related discipline. Project Management degree will be an advantage.
- Professional certification in Project Management (PMP, PRINCE2, or equivalent) is highly desirable

Experience:

- Minimum 10 years Professional certification in Project Management (PMP, PRINCE2, or equivalent) is highly desirable
-
- Experience with public sector organizations or donor-funded projects is preferred.
- Familiarity with document management practices and coordination in large projects will be an advantage.

Skills:

- Strong coordination and organizational skills.
- Good written and verbal communication skills.
- Ability to manage documentation, follow-ups, and multiple tasks simultaneously.
- Proficiency in standard office software.

- Advanced skills in Microsoft Office Suite, particularly Excel for data analysis and PowerPoint for presentations
- Proficiency in collaboration platforms (SharePoint, Google Workspace, Slack, Microsoft Teams, or similar)
- Experience with data visualization tools (Tableau, Power BI, or similar) for creating dashboards and reports

Core Competencies

- Exceptional organizational skills with ability to manage multiple concurrent activities
- Outstanding communication skills, both written and verbal, in English and Urdu
- Strong attention to detail with commitment to accuracy and quality
- Excellent interpersonal skills with ability to work effectively with diverse stakeholders
- Proactive problem-solving approach with ability to anticipate issues and propose solutions
- Ability to work under pressure and meet tight deadlines
- High degree of professionalism, integrity, and confidentiality
- Diplomatic approach with ability to navigate complex organizational dynamics
- Self-motivated with ability to work independently and take initiative
- Adaptability and flexibility in dynamic project environment

7. Contract Duration

The Specialist is required to work for a period of three (03) year, extendable subject to performance and project requirements. The Probation Period will be for 3 months during/up to which contract may be terminated owing to unsatisfactory performance. Contract can be terminated with one month notice period by either party.

8. Salary And Benefits

Market competitive salary (lump-sum with no other benefits) based on qualification and experience will be offered.

9. Selection Process

An individual will be selected in accordance with process stipulated in Section VII of "Approved Selection Methods: Consulting Services, Clause 7.34, Approved Selection Methods for Individual Consultants under The World Bank Procurement Regulations for IPF Borrowers (Fifth Edition September 2023). https://thedocs.worldbank.org/en/doc/6c0602876d68949e80820507d90a14ed-0290012023/original/Procurement-Regulations-September-2023.pdf.