

**REPUBLIC OF CROATIA**  
**MINISTRY OF SCIENCE AND EDUCATION**  
Donje Svetice 38, Zagreb 10000, Croatia

**DIGITAL INNOVATION AND GREEN TECHNOLOGY (DIGIT)**  
**9558-HR**

**TERMS OF REFERENCE FOR CONSULTANCY SERVICES**

**HELP DESK TEAM COORDINATOR**

**1. Background**

The Government of Croatia and the International Bank for Reconstruction and Development (IBRD) have signed the Loan Agreement (Loan No. 9558-HR) for the Digital Innovation and Green Technology Project (DIGIT) in the amount of EUR 106 million. The Project seeks to advance research and innovation with a digital and green focus through enhancing institutional infrastructure and research performance of research organizations and firms. The Project will be managed by the Ministry of Science and Education (MSE) of the Republic of Croatia.

The Project comprises two components over a duration of 5 years. Component 1 (*Enabling institutional conditions for digital and green research and innovation*) provides technical assistance and financing to strengthen institutional capacities and support the efficient use of EU funds. Component 2 (*Programs for digital and green research and innovation*) provides sub-financing to cover the gaps in EU funding and improve the targeting of research and innovation support to digital and green technology.

**2. Objectives**

RDI Help Desk is envisaged under Component 1 – “Enabling institutional conditions for digital and green research and innovation” with the aim of: i) ensuring that programs are designed and implemented to a high standard, ii) applicants and beneficiaries receive high-quality services for improved application experience and implementation process. The help desk can act as a go to point for any questions and support needed with respect to programs led by the Ministry of Science and Education. It can also help raise awareness for the programs, as well as communicate well the purpose of the program and type of projects expected. This would eventually help with the quality of projects received, i.e. would ensure pipeline of projects that correspond well with the conditions of the calls for proposals.

The RDI help desk will cover programs that support research and development, per the mandate of the Ministry of Science and Education. It will be led by Help Desk Team Coordinator which will need to prepare a work plan for the Help Desk and carry out the activities envisaged.

### **3. Scope of Work**

The Help Desk Team Coordinator will have the following responsibilities:

- Prepare and implement annual work plan for the Help Desk;
- Take the lead in conducting the main activities under the Help Desk, such as outreach, communication and support to the MSE applicants and beneficiaries;
- Coordinate all activities envisaged under the Help Desk;
- Coordinate all Help Desk tasks with the MSE;
- Contribute to programs design based on feedback collected through the Help Desk activities;
- Initiate and actively participate in activities that will inform and better prepare the wider public, scientific and research organizations and firms for the MSE research and innovation programs;
- Organization of open days and workshops for grant applicants to MSE research and innovation programs;
- Manage Q&A activity;
- Regularly consults with internal and external experts;
- Identify and work towards resolution of potential issues and challenges during the application process;
- Regularly report on the work of the Help Desk;
- Perform other appropriate tasks as requested by the MSE.

### **4. Deliverables**

The Coordinator works under the supervision of the Project Manager. The Coordinator will prepare and provide the following:

- Monthly report - a brief summary of work undertaken in the reporting period;
- Monthly work plan - a brief summary of work that is planned for the next reporting period.

### **5. Qualifications and Experience Required**

Required professional requirements:

- Completed graduate university study or graduate professional study (European Qualification Framework Level 7 or higher);
- At least ten (10) years of general work experience, and five (5) years of work experience in project management. Experience in research and innovation projects will be considered as advantage;
- Knowledge of at least one world language, preferably English;
- Excellent digital literacy and command of computer tools and applications (MS Office and Internet Software are a must).

## **6. Rights**

The Help Desk Team Coordinator will have the following rights:

- Work as an equal partner in the Team (PIU), having access to necessary information, resources, documentation, IT, administrative and other support, including support of other Team members to ensure the due performance of his/her tasks, responsibilities and duties;
- Presentation to the World Bank, Project manager, and MSE staff attributable to the duties under this job description for their consideration;
- Informing the Project Manager/MSE/World Bank of all operational shortcomings identified during the performance of his / her official duties and making suggestions for corrective actions.

## **7. Duration of the Contract**

The Coordinator will be hired on a full-time basis (eight working hours per day), for the duration of one year, with possible extensions until December 29, 2028, depending on satisfactory performance and business needs of the Ministry of Science and Education.