



Terms of Reference

Business Systems & Processes Improvement Consultant

Background

The International Solar Alliance is an inter-governmental organization headquartered in Gurgaon, India. The vision and mission of the International Solar Alliance are to provide a dedicated platform for cooperation among solar resource-rich countries where the global community, including bilateral and multilateral organisations, corporates, industry, and other stakeholders, can make a positive contribution to assist and help achieve the common goals of increasing the use of solar energy in meeting energy needs of ISA Member Countries in a safe, convenient, affordable, equitable and sustainable manner. For further information about ISA, please refer to the ISA website- <https://isolaralliance.org/>. Recognizing access to reliable electricity as a pivotal determinant at the community level, the ISA Secretariat has launched nine (9) comprehensive programs to deploy affordable solar energy across ISA's member countries to build on programmatic support, capacity building and analytics, and advocacy.

Purpose of the role

The Consultant will assess for gaps within, the existing policies, systems and processes through quality-benchmarking against global best practice standards. The consultant will (where gaps exist) develop, and or integrate the Systems, Policies and Standard Operating Procedures (SOPs).

The Consultant shall report to the COO (ISA).

Scope of work

The consultant will be responsible for delivering the following:

Policy evaluation and Standard Operating Procedures (SOPs) integration on the ISA ERP platform

- Assess the existing processes, policies and systems, identify areas of gaps and report.
- Mapping out the existing Policies and SOPs to identify key steps, roles, and decision points within each function to configure the ERP Platform used by ISA.
- Develop new systems, policies, and SOPs where not available including functions related to Administration, HR, Finance, procurement, and Accounting.
- Assess gaps within existing ISA Rules and Regulations

Human Resource Information System (HRIS):

- Centralized Employee Database: Deploy and ensure the use of an efficient HRIS to manage employee records, and track personal information, job history, performance evaluations, and training records in one place.



- **Self-Service Portals:** Enable employees to update their personal information, access payslips, request leave, and view benefits without HR intervention. This portal can automate the enrolment and management of employee benefits, including health insurance, and ensure compliance with legal requirements and regulations. Integrated AI-powered chatbots will answer common HR-related questions and provide instant assistance to employees. The portal will also automate on-boarding and off-boarding processes with automated workflows that include document submission, training assignments if any, and policy acknowledgments.

Recruitment and Applicant Tracking:

- **Applicant Tracking System (ATS):** Automate job postings, resume screening, and interview scheduling. Integrate AI tools to analyse resumes and rank candidates based on job fit.
- **Automated Communication:** Use chatbots or email automation to communicate with candidates, sending reminders, updates, and feedback.

Performance Management:

- **Performance Review Software:** Automate the performance review process by setting up reminders for reviews, collecting feedback from multiple sources, and generating reports.
- **Goal Setting and Tracking:** set, track, and update employee goals automatically based on the OKRs (Objectives and Key Results).

The above and any other related area of duties assigned by the supervisor.

Duration of the Consultancy

The duration of the role is 6/12 months, with the possibility of extension based on performance and needs of ISA (subject to ISA's Rules and Regulations being met).

Qualifications and Experience

- Advanced degree in a relevant field (e.g., International Development Studies, Project Management, Public Administration, International Relations, or related field).
- Minimum of 10 years of experience in Administration, Operations, strategic planning, or related fields.
- Proven track record in managing complex programs, particularly in energy, social, environmental or related sectors at a national/regional/international level.
- Exposure to Global Best Practice Standards in Business Management Systems
- Strong analytical, problem-solving, and decision-making skills.
- Excellent communication and interpersonal skills, with the ability to work effectively with diverse teams and stakeholders.
- Experience in working with governments is an asset.



Pay and benefits

To be discussed with the successful candidate

Applications close: 14 September 2024 at midnight IST

Please apply in confidence by emailing careers.isa@talenttribeconsulting.com. Your application should include a cover letter of no more than two pages and your CV. Further information on the recruitment process, the guidelines, etc., can be found under the weblink: <https://isolaralliance.org/careersatisa/vacancies>