

# **Terms of Reference**

## **Tax Administration Modernization Project (TAMP)**

### **- Administrative Assistant -**

#### **Background**

The TAMP is a five-year project starting in 2019, funded through a World Bank loan to the Government of Serbia – Serbian Tax Administration (STA), which has as its primary objective to contribute to the achievement of STA's future vision: to become an organization characterized by paperless operations, a taxpayer-friendly administration providing world-class services, equipped with sharp, ICT-enabled risk-based enforcement allowing the STA to effectively use its limited resources to optimize revenue mobilization for the Republic of Serbia.

TAMP is conceived as an institutional reform project focusing on core tax administration functions and comprising four components: (1) Legal Environment; (2) STA Organization and Operations; (3) ICT Systems and Records Management Modernization; and (4) Project Management and Change Management. In addition, TAMP will finance technical assistance, training and capacity building, investments in IT systems, and data management.

**Component 1: Legal Environment.** The component will ease the range of constraints in the overall legal and tax administration policy environment where STA operates, helping to plug loopholes; align Serbian legislation with EU standards; support a comprehensive approach to risk-based management, and improve tax compliance.

**Component 2: STA Organization and Operations.** The component will improve various functional areas identified as weak in the Serbia Tax Administration Diagnostic Assessment (TADAT): taxpayer registration, risk management; voluntary compliance; tax dispute resolution; and the overall operational effectiveness.

**Component 3: ICT System and Records Management Modernization:** The component will improve and expand the services provided by the ICT system and address the STA's serious records management issues, including dealing with the significant paper records backlog.

**Component 4: Project Management and Change Management.** Modernization of the Serbian Tax Administration requires a mix of business process and performance improvements and ICT solutions. In addition to a Project Implementation Unit (PIU), precise, flexible, and targeted interventions are needed to ensure coordination, implementation, and learning challenges are addressed on time. This component will provide three forms of cross-cutting support to activities in components 1-3: (1) establishment of a functional PIU; (2) internal and external stakeholder communication; and (3) change management support to implementation teams. External stakeholders include citizens and government agencies and an Advisory Committee. Internal targets include STA's PIU and its implementation teams. The component will finance: national and international consultants to support procurement, financial management, and technical implementation; international experts for ICT project management, training, and change

management; and operating costs associated with the project implementation, including the functioning of the Steering and Advisory Committees.

### **The objective of the position**

The objective of the Administrative Assistant position is to provide general support in the daily administration and operations of the Project Implementation Unit.

### **General responsibilities**

The Administrative Assistant will serve as the front-line first contact with the full array of stakeholders. This includes duties for the programmatic support of the TAMP. In addition, the Administrative assistant performs administrative tasks according to the instructions of the project manager and ensures smooth communication between all relevant parties. Apart from the traditional assistance tasks (i.e, correspondence), responsibilities will also include support to project planning and support in drafting of documentation.

### **Specific Tasks**

The Administrative Assistant will perform the following tasks:

- i. Providing administrative and logistical support within project activities;
- ii. Providing support in electronic record keeping;
- iii. Taking care of general communication within the PIU (receiving, answering, and forwarding phone calls, processing emails, letters, including conducting necessary correspondence based on incoming inquiries, welcoming guests/visitors, photocopying and scanning documents, compiling and forwarding various correspondence and information, when necessary writing minutes, and arranging meetings);
- iv. Supporting the organization and implementation of workshops, conferences, and other events with timely care of all accompanying activities (renting space and hotel accommodation, providing technical equipment, transportation, translators, catering, etc.);
- v. Organization of travel (purchase of airline tickets, hotel accommodation, and transport in the country and abroad, filling in the internal form for business trips, preparation for the calculation of travel expenses for business trips in the country and overseas);
- vi. Creating and conducting tabular reviews of absences of foreign and domestic staff (business trips, vacations, sick leave, etc.);
- vii. Organizing procurement of office supplies, and inventory management financed under operating cost category of expenditure;
- viii. Registration and archiving of documents following STA disposal system (appropriate marking of the registrar, etc.);
- ix. Preparation of documentation for VAT exemption to be conducted by the STA;
- x. Support to project manager in preparing presentations for workshops and other internal events;
- xi. Supporting communication and coordination of activities with Ministries, project partners, professional associations, relevant experts, and other persons and institutions;
- xii. Supporting the maintenance of the project webpage in the STA external website.

- xiii. Prior checking of all required documentation for the posting and requesting approvals for payment from CFU;
- xiv. Support to the project manager in planning project funds and monitoring the monthly financial resources of the project;
- xv. Support to the project manager in collaborating with CFU
- xvi. Support to implementation of PR activities and the distribution of materials for project activities promotion;
- xvii. Upon the Project Manager request, execute tasks independently, both from administrative and programmatic aspects;
- xviii. Assist in preparation of monthly status reports;
- xix. Assist in preparation of reports for Project Management, Steering and Advisory Committees;
- xx. Assist in preparation and support World Bank Supervision Missions, coordinate the supervision mission schedule, and make the necessary appointments and other arrangements.

### **Qualification and experience**

- a. University degree;
- b. Excellent fluency in English and Serbian;
- c. Proficiency in using Microsoft Office standard package (Word, Excel, PowerPoint) and Internet skills;
- d. Demonstrated high-quality organizational, writing, and communication skills, verified by reference letters from previous employers;
- e. Demonstrated interpersonal skills;
- f. Knowledge in tax administration policy, management, or project management will be preferable.

### **General professional experience**

- i. At least five years of overall professional experience in similar assignment;
- ii. Experience working with or within the public and private sectors will be preferable.

### **Specific professional experience**

- iii. Experience with projects/research grants administration will be preferable;
- iv. Experience with World Bank/EU or donor-funded projects will be preferable.

The candidates will be evaluated applying the following evaluation criteria:

- i. General experience ( 40 Points)
- ii. Specific Experience relevant to the Assignment ( 60 Points)

### **Selection of the Consultant**

A Consultant will be selected in accordance with the Open Competitive Selection of Individual Consultants as set out in the World Bank's Procurement Regulations for IPF Borrowers – Procurement in Investment Project Financing Goods, World, Non-Consulting and Consulting Services, July 2016, revised November 2017, and August 2018 (“the Regulations”).

### **Duration**

The successful applicant will be recruited full-time on a contractual basis for the project's life (estimated end date: October 31, 2024) with a six-month probation period.

### **Reporting**

The Administrative Assistant will report to the Project Manager who will be responsible for the coordination of activities and for acceptance of the reports submitted by the Consultant. He/she will cooperate with all relevant departments of Tax Administration, Ministries, organizations, and/or Government Agencies that take part in the organization and management of the Project.

In addition, the Administrative Assistant is required to support the project manager in producing a monthly report and other outputs in both Serbian and English.