

**REQUEST FOR EXPRESSIONS OF INTEREST
(INDIVIDUAL CONSULTANT)**

Federated States of Micronesia (FSM) Nationals Only

**FEDERATED STATES OF MICRONESIA
DIGITAL FSM PROJECT**

Grant No.: P170718

**Assignment Title: Operations Supervisor
Reference No.: FM-DHSA-521193-CS-INDV**

The Government of the Federated States of Micronesia has received financing from the World Bank toward the cost of the Digital FSM Project and intends to apply part of the proceeds for consulting services.

The consulting'' ("the Services") include liaising and working with the Digital Gender Coordinator at the Gender Development Unit who is responsible for direct implementation of the Digital Gender Project interventions at the national level and the Yap Women Association, the organization that provides the overall management and operations of the Yap Women Association Center with the daycare center, computer lab, handicraft center, and wellness center. The consultant will work closely with other Departmental staff in relation to this component of the Project and the FSM Department of Health & Social Affairs field Office staff in Yap.

The Terms of Reference (TOR) for the assignment are attached to this request for expression of interest.

The Department of Health and Social Affairs now invites eligible individuals to indicate their interest in providing the Services. Interested Individuals should provide information demonstrating that they have the required qualifications and relevant experience to perform the Services (attach curriculum vitae with description of experience in similar assignments, similar conditions, etc.)

The attention of interested Consultants is drawn to Section III, paragraphs, 3.14, 3.16, and 3.17 of the World Bank's "Procurement Regulations for IPF Borrowers" July 2016 setting forth the World Bank's policy on conflict of interest.

Further information can be obtained at the address below during office hours: 8:00 AM to 5:00 PM.

Expressions of interest must be delivered in a written form to the address below (in person, or by e-mail) by **February 02, 2026**.

Attn: Ms. Kasinda C. Ludwig
Assistant Secretary
Division of Social Affairs
Department of Health and Social Affairs
Email: kludwig@fsmhealth.fm

Cc to: takiko.ifamilik@hsa.gov.fm
communications@tci.gov.fm
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**FSM World Bank Project
Yap Digital Village Operations Supervisor – Digital Gender FSM Project
TERMS OF REFERENCE**

Location: Yap Women’s Association Center

Duration: One-Year Contract

A. Background

The Government of the Federated States of Micronesia is currently implementing the Digital FSM Project. Its objectives include expanding access to the internet and establishing critical foundations for digital government services and the digital economy in the FSM. The Digital FSM Project is funded through a World Bank Grant.

Funds are available under the Digital FSM Project to strengthen the institutional capacity of the Gender Development Office within the Department of Health & Social Affairs. This initiative aims to carry out activities that increase participation in the digital economy with a gender-informed approach. These activities include policy development, research, monitoring and evaluation, citizen engagement, and outreach efforts related to digital literacy and digital entrepreneurship.

In partnership with the Yap Women’s Association, one of the Department of Health and Social Affairs’ key objectives is to empower and develop local communities’ capacity. The

Digital Village Initiatives aims to create a sustainable and inclusive digital ecosystem that empowers communities through technology.

This Terms of Reference (TOR) seek to fill the position of **Operations Supervisor**, who will play a crucial role in ensuring the smooth functioning of the Digital Village, facilitating operations, and supporting community engagement.

B. Scope of Work

The Digital Village Operations Supervisor will be responsible for:

- Overseeing the daily operations of the Digital Village.
- Coordinating with various stakeholders, including community members, partners, and service providers.
- Managing resources, including budget, equipment, and facilities.
- Organizing events, workshops, and training sessions to promote digital literacy and community engagement.
- Monitoring and evaluating the impact of Digital Village initiatives.
- Reporting on progress and challenges to the management team.

C. Key Functions

- Operational Management: Ensure the efficient operation of the Digital Village, including logistics, scheduling, and resource allocation.
- Stakeholder Engagement: Build and maintain relationships with community members, local organizations, and partners to foster collaboration and support.
- Event Coordination: Plan and execute events and training programs that align with the goals of the Digital Village.
- Monitoring and Evaluation: Develop metrics to assess the effectiveness of programs and initiatives, and prepare regular reports for stakeholders.
- Communication: Facilitate clear communication among team members and stakeholders, ensuring everyone is informed and engaged.
- Budget Management: Assist in the preparation and management of the operational budget, ensuring financial resources are used effectively.

D. Competency Selection Criteria

Mandatory Requirements:

Core:

- Innovation: Ability to make new and useful ideas work
- Leadership: Ability to persuade others to follow
- People Management: Ability to improve performance and satisfaction
- Communication: Ability to listen, adapt, persuade, and transform
- Delivery: Ability to get things done while exercising good judgment

Technical:

- Skills in leading, training, and managing a team of employees to achieve operational objectives
- Strong problem-solving abilities to identify challenges, investigate root causes, and implement effective solutions
- Competency in managing budgets and financial resources
- Ability to craft long-term strategies that align with organizational goals and objectives
- Have a solid understanding of the technical aspects relevant to the operations within the industry
- Ability to effectively communicate intentions and requirements to internal and external stakeholders
- Ability to work effectively with diverse groups of professionals towards common goals

E. Qualifications

Desirable Requirements:

Education:

- Bachelor's degree in a relevant field or equivalent to 4 years of experience (e.g., Business Administration, Community Development, Information Technology).
- Proven experience in operations management, project coordination, or a similar role.
- Strong organizational and multitasking skills.
- Excellent communication and interpersonal skills.
- Familiarity with digital technologies and community engagement strategies.

Experience:

- Minimum of 3 years in operations or supervisory roles within service organizations, educational facilities, and similar environments.

- Proven ability to lead a diverse team, including staff and volunteers, with experience in mentoring, training, and performance management
- Understanding of early childhood education principles and childcare regulations, including the ability to manage daycare operations effectively, community outreach and relationship building, promoting services to the local community, and ensuring needs are met
- Ability to oversee and coordinate multiple programs, daycare, wellness center, handicrafts, and computer lab while ensuring successful implementation and adherence to the schedules
- Experience in managing budgets, funding proposals, and expense tracking to ensure the financial sustainability of operations
- Excellent interpersonal skills for effective communications with staff, parents, clients, community members, and stakeholders
- Strong capacity in identifying challenges within the center's operations and implementing practical solutions
- Familiarity with educational software for the computer lab and MS Office application, and general office software for administrative tasks
- Awareness of and sensitive to the diverse backgrounds of women in the community, fostering an inclusive and supportive environment
- Knowledge of safety regulations and other policies, including child protection law, gender equality policy, and elimination of violence against women.

Language Requirements:

- Proficiency in English. Working knowledge of other FSM languages is desirable

Other:

- Drug-free working environment; committed to gender equality and social development