



VACANCY NOTICE

SENIOR NON-KEY EXPERT IN IT SYSTEMS FUNCTIONS

Project title:	Support of Quality Assurance System for Social Services
Contracting Authority:	European Union Delegation (EUD) in North Macedonia
Implemented by:	WYG SAVJETOVANJE d.o.o. with CGM Consorzio Nazionale della Cooperazione Sociale Gio Mattarelli
Beneficiary institutions:	Ministry of Social Policy, Demographics and Youth MSPDY
Project duration	30 months, from November 2024 to May 2027

PROJECT BACKGROUND

The Senior Non-Key Expert in IT Systems Functions will work as part of the project team for the EU funded project "Support of Quality Assurance System for Social Services" in the Republic of North Macedonia.

Overall objective of the project is to support reforms and policies that promotes access to quality social services for all beneficiaries throughout the country. The purpose of the project is to further develop and support the implementation of comprehensive effective and efficient quality assurance system of social services.

Expected Outputs to be achieved are the following:

- Output1 1: Enhanced functional framework for implementation of quality assurance standards for delivery of social services through advancement of M&E system and performance framework for measuring at national, regional and local level.
- Output 2: Reinforced capacities of relevant stakeholders for applying comprehensive set of M&E methodology and tools for delivery of social services, as well enhanced reporting and planning at national, regional and local level.
- Output 3: Enhanced capacities for conducting supervision and inspection by relevant institutions.

Target groups are relevant staff from following stakeholders responsible and involved in the monitoring, evaluation and inspection of social services:

- Ministry of Social Policy, Demographics and Youth and its departments with roles and responsibilities in monitoring, evaluation, supervision and inspection of social services (Social Protection Department, Social Inspection Department, Department for Decentralisation of and Development of Social Protection Services at Local Level, other departments), Institute for Social Activities (ISA);
- Multi-functional Assessment Commissions, Commission for licensing of social services and Commission for financing of social services;
- Social Work Centres;
- Local Self-Government Units (Municipalities);
- Public and Private Social Service Providers;
- Users of services (final beneficiaries' level);
- Ombudsman.





TASKS

In cooperation with the Team Leader and Key Expert 2, the Senior Non-Key Expert in IT Systems Functions will work under Component I on the following tasks:

1. Assessment of Existing IT Systems: To assess the existing IT systems used by key stakeholders, including MSPDY, ISA, SWCs, local self-government units, and social service providers.
2. Preparation of Recommendations: Based on the assessment findings, to prepare recommendations regarding the selection of IT tools and their interoperability to ensure efficient information exchange, regardless of differing technologies or standards. This means that various systems will be able to collaborate and share data without requiring extensive adjustments. Ultimately, this approach will lead to the development of user-friendly interfaces that facilitate ease of use.
3. To support TL and KE2 in checking and utilizing findings of the Review on existing performance measurement practices and frameworks; suggested indicators; defined methodologies; suggested protocols for data collection, validation and reporting.
4. Support to pilot methodology; support in implementation of pilot testing; check the analysis of the pilot findings; support in identification required improvements
5. Check reporting templates and tools; and evaluation methodologies; support establishing reporting procedures and protocols; support validation of tools
6. Reporting: To prepare a comprehensive report documenting the current state of the IT systems, identifying limitations related to this project, and proposing options for utilizing simple IT tools. This report will serve as the foundation for developing a plan that leverages existing IT systems and introduces new tools tailored to the specific needs of stakeholders involved in the M&E of social services.
7. Following the assessment phase, recommendations for the IT tools to be established the M&E system will be presented. Protocols for data collection, validation, and reporting will be revised and improvements suggested to ensure a seamless flow of data and consistency in reporting across all levels of social service delivery. Additionally, mechanisms for continuous monitoring and support will be recommended to address any technical issues or challenges that may arise during the transition phase.

DESCRIPTION OF THE ASSIGNMENT

Planned days – contracting period:

A total of up to **50 working days** planned for the SNKE during the period October 2026 – May 2027. Allocation of days to specific tasks is provisional.

Outputs:

- Performance framework with indicators, methodologies and protocols for data collection, validation and reporting developed.
- Pilot methodology developed and pilot assessment report prepared.
- Recommendations for refinement of developed mechanisms, tools and procedures prepared.
- Reporting templates, evaluation methodologies and reporting procedures developed.
- Standardized reporting and evaluation tools validated.
- Comprehensive assessment report on existing IT systems for data management.
- Recommendations for enhancing IT systems to support M&E activities.
- Establishment of IT tools for monitoring and evaluation system.
- Protocols for data collection, validation and reporting revised or developed.
- Mechanisms for continuous monitoring and support established.

Management

The expert will be responsible to the Project Team Leader.





Location

The office base is in Skopje. In addition, various activities may be performed elsewhere in North Macedonia.

Qualifications and Skills Required

- At least a University Degree (where a university degree has been awarded on completion of a minimum of 3 years of study in a university or equivalent institution) or 5 years of general experience above the minimum relevant experience requested in the field;
- An excellent command in English; working knowledge of Macedonian (and ideally Albanian)
- Full computer literacy;
- Strong experience in preparing analytical reports;
- Ability to work as part of a team.

General professional experience

- At least 7 years of professional IT experience, with at least 3–5 years specifically in IT systems assessment, digital government, or interoperability projects.

Specific professional experience

- At least 5 years experience in assessment and analysis of IT systems, databases, digital tools or information management systems.
- At least 3 years of experience in preparing analytical reports
- Experience in EU, UN, World Bank or other internationally funded projects or public administration, social protection, health, education or related sector projects would be an asset.

Submission of Applications

Applications must be sent in English (CV in Europass format, including exact dates and the number of working days for each experience, and a motivation letter) via e-mail to Ms. Sanya Stamenkovska, Office Manager, at sanya.stamenkovska@wyg-ta.eu, indicating "Senior Non-Key Expert in IT Systems Functions" in the subject line. References must be available on request.

The deadline for submitting applications is **13 October 2026 at 17:00**. Applications submitted after this time or incomplete applications will not be considered. Only shortlisted candidates will be contacted.

IMPORTANT NOTICE

The experts must not have had any contractual relationship with the public administration of the Republic of North Macedonia for at least 6 (six) months prior to his/her hiring.

