

Terms of Reference
Social Specialist
Pakistan Raises Revenue Project
Federal Board of Revenue

Background and Objectives

Federal Board of Revenue is implementing the Pakistan Raises Revenue Project (PRRP) with the assistance of the World Bank. The objective of the project is to contribute to a sustainable increase in domestic revenue by broadening the tax base and facilitating compliance.

The FBR aims to improve its capacity to manage issues related to social safeguards and development, in line with the requirements of World Bank Environmental and Social Framework (ESF). The FBR therefore plans to hire the services of a qualified Social Specialist with the requisite skills and experience for its Program Office (PO). The PO will be supporting the implementation of the FBR's Institutional Transformation Program, including its ICT Development Strategy, as well as the preparation and implementation of the upcoming activities and projects.

Under the PRRP, Stakeholder Engagement Plan (SEP), Labor Management Procedures (LMP) as well as Environmental and Social Management Plan (ESMP) have been finalized. The Social Specialist will be responsible for implementation of SEP, LMP and ESMP. The associated monitoring and reporting activities will need to be conducted in line with the ESMP, SEP, LMP and World Bank's Environmental and Social Framework (ESF). The project has been screened against the ten Environmental and Social Standards (ESS) that are well defined in the ESF manual. Going forward, the FBR is planning to establish internal capacity in social management, so that the organization is able to complete social management activities efficiently and in compliance with applicable laws and regulations.

Scope of Services

The Social Specialist will assist and advise in carrying out social safeguards related functions in accordance with the World Bank Guidelines. The following describes the primary responsibilities of Social Specialist:

1. Provide overall support and guidance to the Project teams of the PMU on social issues related to project implementation especially on social safeguards required by the World Bank.
2. Prepare, update, and implement all social safeguard documents—such as the Project's Social Assessment, SEP, ESMP, and LMP—in line with the World Bank ESF and guidelines, ensuring the SEP is completed, implemented, and regularly updated in accordance with ESS10 on Stakeholder Engagement and Information Disclosure. The Social Specialist will work in close coordination with the Environmental Specialist hired by FBR.
3. Coordinate with the Environmental Specialist and implement social measures in accordance with the Project's ESMP.

4. Review work plans and implementation schedules for all social safeguard activities within the project components.
5. Develop indicators for monitoring implementation of social safeguard documents. Monitor and develop potential collaboration with specific key stakeholders.
6. Develop tools for the implementation of environment and social documents.
7. Represent the Program Office during social management meetings/events with the World Bank and project stakeholders.
8. Develop additional social management plans and documents as and when required by the Program Office and the World Bank.
9. Implement the Project's Grievance Redress Mechanism (GRM) and be the focal person for recording and resolution of social grievances in accordance with the requirements of the GRM.
10. Develop quarterly data on the GRM and incorporate the same in the progress reports.
11. Develop social progress reports as per the frequency and timelines specified in the SEP, LMP and ESMP, and submit the same to the Program Office.
12. Ensure timely preparation, implementation, and updates of the Labor Management Procedures in line with World Bank ESS2 on Labor and Working Conditions, and support their development.
13. Contribute to and implement the requirements outlined Environmental and Social Commitment Plan (ESCP) with the Environmental Specialist.
14. Provide training and capacity-building support to project staff on social safeguard policies, practices and collaborate closely with other project teams.
15. Liaise with government authorities, civil society organizations, and other relevant stakeholders to facilitate effective implementation of social safeguards.
16. Ensure disclosure of project documents and compliance with communication requirements.
17. Monitor contractor compliance with LMP, occupational health and safety, and code of conduct.
18. Any other task assigned by FBR to ensure compliance with the social requirements.

The Social Specialist will work as a member of the FBR's Program Office (PO) in FBR Headquarters, Islamabad. She/he will support as well as advise and assist the PO's Director and PRRP Team on social development and management related issues of the project. The Social Specialist will support the implementation, supervision and monitoring of all the above-mentioned plans, documents, and procedures. She/he will support the PO in project's social monitoring and reporting to the World Bank, as described in the ESCP. She/he will be required to travel to different cities and project sites within Pakistan.

Qualifications and Experience

- Master's Degree (minimum sixteen years of education) in social sciences, international development, economics, development studies, sociology, social work or related discipline from the HEC recognized university/institution.
- Minimum 10 years of post-qualification professional experience with at least 05 years in the area of social management/development including extensive experience of stakeholder mapping, mobilization, engagement, monitoring, reporting, policy and advocacy work, etc.

- Demonstrated computer user skills (e.g., desktop application MS Office such as Word, Excel, Power Point and other online communication applications).
- Proven ability to work in a collaborative, team environment with ability to work independently and undertake the field assignments.
- Written and oral fluency in English is required. Proficiency in Urdu shall be accorded due weightage.

Location: Islamabad
 Number of Position: 01
 Type of Employment: Contract Basis - Full Time
 Duration: Till 30th June, 2027.

Reporting

Social Specialist will report to Additional Director (Coordination & Internal Communication)/Deputy Director (PRR) of PRR Project. It is recognized that activities may undergo frequent changes in view of the dynamic environment and implementation operational realities. The Specialist is therefore expected to be flexible and adapt to the requirements.

Selection Process

An individual consultant will be selected in accordance with process stipulated in accordance with “World Bank: Procurement Regulations for Investment Project Financing Goods, Works, Non-Consulting and Consulting Services” (July 2016) revised November 2017, August 2018 and November 2020”.