

TERMS OF REFERENCE (TORs)
Short Term Position of Consultant Technical Writer
Sindh Early Learning Enhancement through Classroom Transformation (SELECT)
Sindh Education and Literacy Department (SELD)
Government of Sindh (GoS)

Project Background:

The SELECT Project encompasses a multi-pronged approach towards improving the quality of both teaching and learning practices in primary education, with a particular emphasis on foundational reading in grades 1 through 5. The Project comprises a series of focused and flexible implementation strategies, targeted at the school and meso-levels (personnel and systems at the school, taluka and district levels). The Project supports improvements in the transition from primary to elementary school, as well as a reduction in dropouts through targeted student attendance redress procedures. Desired Project outcomes would eventually contribute to reductions in learning poverty and in the number of out-of-school children.

(Original) Main Project Amount	IDA: US\$100 million GPE ESPIG: US\$29.9875 million GPE MG: \$24.775 million Total: US\$154.7625 million
Expected Project Duration	August 2021 – April 2026

Project Objectives	The overall development objective of this Project is to improve the reading skills of early grade primary students and increase student retention in primary schools in selected districts.
Project Cost	IDA: US\$100 million GPE ESPIG: US\$29.9875 million GPE MG: \$24.775 million Total: US\$154.7625 million
Expected Project Duration	August 2021 – April 2026
Component 1	<p>Transforming teaching practices in the early grades</p> <ul style="list-style-type: none"> • <u>Subcomponent 1.1:</u> Implementation of a Continuous Professional Development (CPD) model for improved literacy skills in the early grades • <u>Subcomponent 1.2:</u> Behavioral nudges for improved learning • <u>Subcomponent 1.3:</u> Technical Assistance (TA) for transforming teaching practices <p>Under this component, a CPD model will be implemented with the aim of improving literacy skills in early grades. Behavioral nudges will be utilized to improve student wellbeing and mitigate potential risks of dropping out. TA will also be provided for institutional capacity building and support.</p>
Component 2	Improving the physical learning environment in selected primary schools, and upgrading them from grade 5 to grade 8, supporting the teaching and learning aims set out in Component 1 and the student retention aims set out in Component 3. Cost-effective and carbon-efficient technologies will be utilized to introduce needed climate adaptations and mitigate climate risk.
Component 3	<p>Improving system capacity for effective school leadership and management support:</p> <ul style="list-style-type: none"> • <u>Subcomponent 3.1:</u> Establishing a technology-based student attendance monitoring system • <u>Subcomponent 3.2:</u> TA and capacity building for school leadership and local education office management to mitigate student dropout <p>A technology-based student attendance monitoring system will be established. TA will be provided, and capacity building will take place for school leadership and local education office management increase their ability to use school-level data in conjunction with Component 1 activities to mitigate student dropout.</p>

Component 4	The Reform Support Unit (RSU) will monitor and evaluate the Project, monitor safeguards, oversee procurement and financial management, and will be responsible for overall management and coordination of the Project on behalf of the School Education and Literacy Department (SELD).
Geographic Scope	The Project will be implemented in twelve selected districts in Sindh: Badin, Ghotki, Jacobabad, Kambar-Shahdaddock, Kashmore, Mirpurkhas, Mititari, Sanghar, Shikarpur, Sujjawal, Tando Muhammad Khan, and Thatta.

1. IMPLEMENTATION ARRANGEMENT:

The Project will be implemented by SELD of the Government of Sindh (GoS), through the Project Management and Implementation Unit (PMIU). This will be housed in the RSU, which will monitor overall implementation of Project activities with TA support. The RSU will be headed by the CPM (Chief Programme Manager) who will be responsible for providing overall Supervision.

2. Scope of work:

The Technical Writer is responsible for creating and maintaining high-quality technical documentation for various projects, products, and processes within the organization. This role involves collaborating with cross-functional teams to gather information, understand requirements, and produce clear, concise, and accurate documentation that meets the needs of end-users, stakeholders, and regulatory standards. The individual will work independently to deliver documentation artifacts within specified timelines and adhere to established documentation standards and guidelines.

Under the direct supervision and guidance of the Project Director/Lead, the Technical Writer shall undertake the following tasks and responsibilities:

- Develop technical documentation including user guides, manuals, API documentation, release notes, and specifications.
- Collaborate with subject matter experts, developers, product managers, and other stakeholders to gather information and ensure accuracy of content.
- Organize and structure complex technical information into clear and understandable documents tailored to the target audience.
- Write, edit, and proofread technical content to maintain consistency, clarity, and adherence to style guidelines.
- Create diagrams, illustrations, and other visual aids to enhance comprehension of technical concepts.
- Ensure documentation complies with relevant standards, regulations, and industry best practices.
- Manage document version control, track changes, and maintain document repositories.
- Participate in peer reviews and provide constructive feedback to improve documentation quality.
- Stay updated on emerging technologies, industry trends, and documentation tools to enhance documentation processes and practices.
- Provide training and support to internal teams on documentation-related tools, processes, and best practices as needed.
- Proficiency in documentation tools and software such as Microsoft Word, Adobe Acrobat, Markdown, and content management systems.
- Experience in data visualization and charting tools like D3 or similar software.
- Familiarity with knowledge organization tools such as mind maps and hierarchical lists.
- Understanding of document versioning concepts and best practices.
- Familiar in version control tools like Git, SVN (Subversion), or Mercurial.
- Strong research skills to produce high-quality content on various technical topics.
- Basic familiarity with SDLC and software development processes.
- Work closely with technical teams to implement technical documents up to standard.
- Utilize collaboration tools and platforms to facilitate communication and teamwork.

3. Expected output:

The Technical Writer is accountable for delivering the following outputs:

- User Guides: Comprehensive step-by-step instructions, clear feature explanations, and visual aids for effective product utilization.
- Manuals: Detailed installation, configuration, and troubleshooting documentation with system requirements and maintenance guidelines.
- API Documentation: Well-structured reference material including endpoint descriptions, request/response formats, and code samples.
- Release Notes: Concise summaries of software updates, version history, and key changes impacting users or systems.
- Specifications: Detailed technical outlines covering architecture, requirements, and compliance with standards.
- Visual Aids: Diagrams, illustrations, and graphical elements enhancing comprehension of complex concepts or processes.
- Bi-weekly progress reports.

4. Qualifications of the successful individual contractor:

1. **Education:** Minimum 16 years of education from a recognized university with a degree in Computer Science, Information technology, or a related field.
2. **Experience:** At least 3 years of relevant experience as a Technical Writer/Documentation expert, including proficiency in the following areas:
 - Proven experience as a technical writer or documentation specialist in a technology-driven environment.
 - Excellent writing, editing, and proofreading skills with a keen eye for detail.
 - Proficiency in documentation tools such as Microsoft Office, Adobe Acrobat, Markdown, and version control systems.
 - Familiarity with Model View Controller (MVC), content management systems (CMS) and authoring tools (e.g., Confluence, MadCap Flare, DocBook).
 - Strong analytical and problem-solving skills with the ability to understand complex technical concepts and translate them into clear and concise documentation.
 - Ability to work independently, manage multiple projects simultaneously, and meet deadlines in a fast-paced environment.
 - Good communication and collaboration skills to effectively interact with diverse teams and stakeholders.
 - Knowledge of software development methodologies (e.g., Agile, Scrum) is a plus.