

Senior Expert in Public Employment Services

Job Profile: Supporting Reform of the National Employment Agency of Moldova

Position Overview

The Senior Expert in Public Employment Services plays a pivotal role in advancing the comprehensive reform of the National Employment Agency of Moldova.

In recent years, the Republic of Moldova has embarked on a comprehensive reform of its public employment services, driven by the need to modernise labour market institutions and improve service delivery to both jobseekers and employers. These reforms have focused on restructuring the National Employment Agency, enhancing its efficiency in service delivery, and aligning its operations with European good practices and relevant international labour standards (ILS). Key priorities include strengthening active labour market policies (including outreach), introducing digitalization of services and approaches, and fostering stronger partnerships with the private sector to better address the evolving needs of the workforce and support sustainable economic development.

The ideal candidate will possess extensive direct experience working across multiple functions in employment services, a proven record in driving organisational transformation and stakeholder engagement, and a demonstrated ability to implement change in public sector environments.

This role requires a strategic thinker who can balance strategy development with practical implementation, coaching skills, and the ability to foster innovation and efficiency gains in employment services.

Main Responsibilities

The Senior Expert will work on the main elements of the NEA Reform, as initiated by the Ministry of Labour and Social Protection. This implies the provision of technical support to both institutions so that policy and strategic orientations underpinning the reform are translated into tools and approaches to be implemented by the NEA.

Currently, three main aspects of the reform require particular attention, namely: (i) completing the introduction of a performance management system; (ii) improving service delivery and particularly services to employers; (iii) digital transformation of the agency's operations, focusing on service delivery and internal processes.

In all these areas, the Senior Expert is expected to provide technical guidance, capacity development activities, direct support to the design and application of tools, approaches, and good practices. Examples of activities include training provision on the formulation and monitoring of operational plans; enabling a monitoring system to track progress and outcomes; advising on the use of data-driven approaches to inform decision-making and continuous improvement, particularly with respect to outreach and activation of people outside the labour force; supporting the development and roll-out of targeted services for employers, including recruitment support, labour market information, and developing feedback mechanisms to ensure employer needs are continuously addressed and integrated into service offerings;

advising on the selection and integration of digital solutions that streamline workflows, improve efficiency, and enhance user experience for jobseekers and employers.

As more areas of the NEA reform come into focus, it is expected that the Senior Expert will be able to enhance NEA staff capacities where they are missing and advise on adequate modalities to introduce elements of innovation and realise efficiency gains.

Required Qualifications and Experience

- Advanced degree in public administration, human resources, business management, or related field.
- Proven experience (> 10 years) in public employment services, preferably within a national agency or similar institution.
- Demonstrable track record in managing organisational reform and change processes.
- Strong knowledge of performance management systems and digitalisation strategies.
- Experience in designing, implementing, and monitoring active labour market policies, outreach programmes, and employer's services.
- Excellent communication, training, and stakeholder management skills.

Key Competencies

- Strategic thinking and problem-solving abilities.
- Project management and organisational skills.
- Ability to work collaboratively with diverse teams and stakeholders.
- Adaptability to evolving policy and operational environments.
- Commitment to integrity, transparency, and continuous improvement.

Language Requirements

The position requires proficiency in English (level C2 in the Common European Framework of Reference) and excellent writing skills.

Knowledge of Romanian is considered an important asset.

Organization of Work

The position is home-based, with travel to Moldova required for stakeholder engagement and training activities. The Senior Expert should be available for online meetings, long and short missions to Moldova, including visits to local offices, depending on needs.

While contractual arrangements may occur earlier, the assignment is expected to start on 1 March 2026. The Senior Expert will be engaged for a contract amount of CHF 149'000.00 excluding VAT over a four-year period to support the achievement of the objectives of the project "Inclusive and Productive Employment in Moldova (Phase II)". This project is financed by SECO (Switzerland's State Secretariat for Economic Affairs) and implemented by the ILO.

Engagement of the Senior Expert will be structured according to the needs of the NEA, with specific six-month workplans developed jointly with the ILO project manager and the NEA to guide activities and outputs. All deliverables provided by the Senior Expert will be subject to the quality assurance processes of the ILO. The Senior Expert may subcontract additional persons only if already described in the submitted tender offer, including the foreseen distribution of workdays and the expected (tentative) budget allocation.

The Senior Expert is contracted directly by SECO. Upon first request, which may be repeated, the Senior Expert shall submit a current certificate of self-employment covering the contractual services: for companies subject to Art. 66 of the Swiss Federal Law on Accident Insurance (UVG), a certificate from SUVA; for all other providers either a certificate from the competent AHV compensation office or a valid A1 certificate. Upon such request, SECO is entitled to withhold the statutory or regulatory employee contributions from any payments due to the Senior Expert until the required certificate has been submitted.

Contact person for Additional Information about the assignment

Daniela Zampini, Senior Employment Specialist, International Labour Organization (ILO) – zampini@ilo.org

Application process

Applications should be sent exclusively on-line to: budapest@ilo.org

The application package should be addressed to the attention of Daniela Zampini, Senior Employment Specialist.

The application package shall consist of:

- CV of the Senior Expert and of any additional person who may be subcontracted for the delivery of the assignment
- A tender offer outlining: a) the previous experience of the Senior expert and of any additional person who may be subcontracted in the three main areas that are at the core of the assignment, including how this experience may come to fruition in the case of Moldova and their main challenges that should be expected; b) foreseen distribution of workdays over the estimated duration of the assignment; c) tentative budget allocation.

Applications will be received until 22 December 2025.

All information collected through the application process are handled in accordance with the ILO's Office Directive, Protection of Personal data, IGDS No 457 (version 1), of 15 January 2016; Director General's Announcement, ILO accountability framework, IGDS No. 137 (version 1), of 15 January 2010; Office Guideline, The ILO accountability framework: Key standards and mechanisms, IGDS No. 195 (version 1), of 25 October 2010; Office Directive, Classification of ILO Information Assets, IGDS No. 456 (version 1), of 5 January 2016 and any other pertinent internal governance instrument with regard to the processing of personal data.