**Annex** A

**Terms of Reference**

**BUSINESS REPORTING ANALYST**

1. **Background**

The Serbia Competitive Agriculture Project (SCAP), a US$50 million investment, was approved by the World Bank in December 2019 and ratified by the National Assembly of the Republic of Serbia in February 2020. The objective of the Project is to improve access to markets and information systems for agricultural producers in Serbia. This will be achieved through a) improving the productivity of small and medium-scale farmers by strengthening advisory and technical support; b) supporting market access of small and medium-scale farmers (including finance and business planning capacity); c) improving government systems to strengthen the enabling environment for all agricultural producers (including capacity building for the Ministry, information systems, and data platform).

The Project will provide financial and technical support to all productive investments in agriculture in Serbia through the national rural development program and will not finance direct payments (subsidies). This delimits the scope of Project interventions outside of all IPARD measures that the country has been accredited for or plans to be accredited for and puts it in the center of the national rural development program.

**Beneficiaries**: Small and medium-scale agricultural production units (including producers, producer groups, agribusinesses/agro-processors that can provide direct links to smallholder farmers) that has or can have commercial focus and are not covered by accredited IPARD measures. Although large producers will not be directly targeted, the project will also benefit them with the enabling environment it will create through the improvements in information systems and the financial services provided. Small and medium-sized producers are defined by the economic size of holding expressed in euros of standard output. For the purposes of this project and the context of Serbia, small producers are those with an economic size of up to EUR 8,000; medium producers are those with an economic size between EUR 8,000 and 25,000.

**Project Description**: The Project activities are structured into three Components.   
Component 1) will focus on improving the productive and entrepreneurial capacity of small and medium farmers by supporting business and financial planning for productive investments, as well as supporting market access and strengthening sector competitiveness.   
Component 2) will focus on improving the capacity of the Ministry of Agriculture, Forestry and Water Management (MAFWM) to provide core public goods for improving sector performance. This includes establishing and information system aligned with EU CAP requirements to enable evidence-based policymaking and monitoring of results, enhance market information for stakeholders, and build capacity for regulatory roles aligned with EU CAP.

Component 3) will focus on project management.

By addressing sector needs at the level of producers (Component 1) and the MAFWM (Component 2), the Project will support a broader policy reform process in the agriculture sector through: i) improved targeting of policy instruments to different typologies of producers, ii) strengthened enabling environment for investment for small and medium agricultural producers, by improving the delivery of services to these productive segments (advisory, financial, information, etc.), iii) improving the monitoring of public resources and their utilization, as well as sector performance. It is expected that this will bring about a significant shift in the utilization of public resources in agriculture from subsidies (direct payments) to rural development investments.

1. **Scope of Services**

Specific functions and responsibilities of the **Business Reporting Analyst** will be as follows:

* **Data Analysis and Reporting -** Create analytical and cumulative reports by extracting data through SQL queries from diverse databases and various data sources, including Excel files, TXT files, CSV files, Access files, and more.
* **Data Analysis for Decision-Making** - Conduct in-depth analysis and analytical processing of structured, unstructured, qualitative, or categorical data essential for decision-making related to found financing allocation.
* **Application of Analytical Tools** - Utilize information technologies, statistical analysis, mathematical methods, and computer tools to perform analytical data processing. This enhances the efficiency of managing complex information systems for processing incentive requests.
* **Systems and Tools Development** - Contribute to the establishment of systems and tools for data analysis and presentation, ensuring they meet the organization's needs and standards.
* **Report development** - Develop, test, and produce analytical reports using metrics using SQL, SSRS, SSAS, or equivalent reporting tools to assist the business in meeting operational objectives.
* **Drafting and Implementing Rulebook on Management of ICT Projects -** Working with other team members to develop a detailed rulebook outlining the processes, methodologies, and standards for managing ICT projects within the organization, with emphasis on reporting. The developed rulebook will serve as a guideline for project initiation, execution, monitoring, and closure, ensuring alignment with best practices and organizational objectives.
* **Drafting and Implementing Rulebook on Project Deliverables -** Create comprehensive guidelines for the definition, management, and evaluation of project deliverables in the area of Business Intelligence and Reporting. This includes setting quality standards, submission guidelines, and review processes to ensure that all project outputs regarding reports meet the expected criteria and contribute effectively to the organization.
* **Defining and Implementing Standards for Development of Software Solutions -** Working with other team members to establish a set of standards for the development of software solutions, covering critical areas such as coding practices, architectural design, testing, and documentation, especially in areas corresponding to reporting and data analytics. These standards will aim to enhance the quality, maintainability, and security of software applications developed within the organization.
* **Drafting and Implementing Policies and Procedures for Change Management -** Working with other team members to formulate policies and procedures to manage changes across reporting systems, and software for data analysis effectively. This will include mechanisms for request submission, impact analysis, approval, implementation, and post-implementation review to minimize disruptions and ensure smooth operations. Implement and monitor the change management process, ensuring clear communication and adherence to protocols by all stakeholders.
* **Drafting and Implementing Policies and Procedures for System Backup -** Working with other team members to design policies and procedures for the regular backup of data and reports. This will include specifying the backup schedules, methods, storage solutions, and recovery procedures to ensure the availability and integrity of organizational data at all times.
* **Drafting and Implementing Security Policies for Information System Security -** Working with other team members to create a comprehensive set of security policies that define the framework for protecting the organization's information systems in the area of reporting against unauthorized access, data breaches, and other cybersecurity threats. This will cover access controls, data encryption, incident response, and user education.
* **Document development** - Draft functional and technical requirement documents as needed to support report implementation
* **Management of existing reports** - Adapt existing processes and reports to account for changes in reporting requirements or structural business changes.
* **Data Systematization and Preparation** - Systematically organize and prepare data for analysis and reporting, ensuring data integrity and accuracy.
* **Data Set Definition** - Define data sets when involved in the development of new software solutions, ensuring data requirements are well-defined and met.
* **Professional Data Handling** - Execute professional tasks related to data analysis, updates, and quality control, maintaining data accuracy and relevance.
* **Additional Duties -** Perform any other tasks and responsibilities within the scope of work of the department as required.

1. **Institutional Arrangements**

The **Business Reporting Analyst** will work as part of Department for System and Software Solutions of DAP and under the authority of the MAFWM and will report to the ICT Coordinator of SCAP on a regular basis regarding the pace of project implementation, cooperate with all relevant departments of the MAFWM, the parties involved in the management, organization, and implementation of the Project. He/she shall be responsible for providing information (inputs) and advice as requested and overseeing the satisfactory implementation of ICT related project activities.

1. **Engagement**

The **Business Reporting Analyst** shall be engaged full-time and deliver all the needed support until 31st of December 2025. at the monthly rate that will be dependent on the qualifications, as well as the approved project budget.

The consultant shall not have any other full or part-time assignment during the engagement.

1. **Qualifications**

* University degree (Bachelor or equivalent) in computer science, engineering, organizational sciences, technical sciences, or information technology.
* Minimum 5 years of relevant professional experience in ICT (more than 5 years will be considered an advantage).
* Track record in Transact SQL procedural programming for data manipulation and database operations.
* Track record in MS SQL database management, including administration, optimization, and maintenance.
* Proficiency in MS Office Excel, Access and MS Word.
* Track record on working with IT infrastructure components and software development tools.
* Knowledge of R or Python programming language will be considered an advantage.
* Knowledge of Microsoft Power BI, Tableau, or IBM Cognos will be considered an advantage.
* Working knowledge of English language.

**6. Selection**

Selection procedure will be conducted in accordance with the World Bank’s Procurement Regulations for IPF Borrowers – Procurement in Investment Project Financing Goods, Works, Non-Consulting and Consulting Services, July 2016, revised November 2017, August 2018, as given in articles 7.36-7.37 “Open Competitive Selection of Individual Consultants”.

The candidates will be evaluated applying the following evaluation criteria:

• Qualifications and General experience ( 40 Points)

• Specific Experience relevant to the Assignment ( 60 Points)