**SERVE & Young Africa International Capacity Building Programme 2017 -2018**

**EU Erasmus+ Cooperation for innovation and the exchange of good practices –**

**Capacity Building in the field of Youth**

**Invitation to Tender for Administration Capacity Building**

**Background**

SERVE and Young Africa International through the support of the EU plan to deliver suite of programmes aimed at building the capacity of Young Africa International to ensure the standardisation of key functions across their centres. Training will take place in the areas of Leadership & Management, Youth Work, Child Safeguarding and Administration Capacity Building.

**SERVE**

SERVE is a development and volunteering organisation committed to tackling the root causes of poverty, to achieve justice, equality and opportunities for all. Since 2003 SERVE has worked in solidarity with communities living in poverty, supporting initiatives in Southern Africa and South-East Asia. Inspired by the belief that ‘Solidarity in Action’ can improve the lives of the most vulnerable, SERVE works in partnership with local communities and organisations.

SERVE’s work is rooted in strategic cooperation with Irish communities at home and abroad. SERVE’s mission is to work in partnership to strengthen the livelihoods of young people and communities living in poverty by providing high quality vocational and educational learning opportunities, helping young people gain employment or start and develop their own businesses. SERVE’s vision is that everyone should have the opportunity to realise his or her potential and make a meaningful contribution to society.

**Young Africa**

Young Africa was founded in the Netherlands in 1998. Young Africa are a confederation of independently and locally registered affiliated organisations. Each affiliate runs skills centres, youth (self-) employment programmes and community activities in Zimbabwe, Mozambique, Namibia, Botswana and Zambia. The founding organisation of Young Africa is Young Africa International, based in the Netherlands.

Young Africa’s mission is to empower young people through skills training for employability and entrepreneurship. Young Africa offers an innovative high impact solution to youth unemployment. It's uniqueness lays in the two innovative concepts: the Franchise Method and the Integral Approach to youth development.

**Delivery of Administration Capacity Building Programme**

This programme aims to increase the capacity of Young Africa’s staff to manage the administration requirements of Young Africa, to address gaps in knowledge and to create a consistency of administration standards across all Young Africa Campuses. It is intended that this programme will lead to the creation and implementation of a robust internal audit system.

Location: Harare, Zimbabwe

Duration: 8 days including travelling, preparation, delivery and follow up

Accommodation, flights and in-country transport provided

Proposed dates: October 2017

**Required Methodology**

Training will be face-to-face aided by e-learning seminars that will be available to participants after training. An on-line forum will be set up to enable participants to share practice, to enhance and share skills and to record the impact of the training.

**Required Content**

Using Young Africa’s **“Standard Operating Procedure Manual - Finance and Administration”** as a base the facilitator is required to ensure that the capacity of YA staff to understand and apply the procedures and processes outlined in the above document is enhanced in relation to the following areas:

* Financial Management and Monitoring in particular knowledge of internal controls and donor requirements in relation to budgeting, record keeping, book keeping, procurement, invoicing, & payments
* Resource Management – inventory management, stock taking, effective use of resources, identify income sources and cost savings, safeguarding of assets
* Management of databases and use accounting software
* Process management - office procedures, effective communication, communication channels,
* Human Resources Management - HR policies, training plans

**Learning Outcomes**

It is expected that at the end of the programme the Young Africa administration staff should have:

* A good knowledge of the relevant Young Africa policies and procedures
* A clear understanding of their roles and responsibilities in particular in relation to internal controls and the financial and reporting requirements of donors
* An appreciation of the need for consistency of approach across all YA campuses
* An awareness of the need for a robust system for recruiting and managing staff and franchisees
* Enhanced communication skills

**Submission of Tenders**

Applications should include a summary of past relevant experience as well as evidence of:

* Experience of evaluating and implementing business processes in the areas indicated above ideally in an education setting
* Knowledge of HR polices, practices and legislation in the programme countries
* Understanding of the requirements and challenges of the franchise business model
* Evidence that the required content can be delivered to a high standard
* Statement confirming the applicant’s eligibility and availability to travel

SERVE reserves the right to negotiate with the Preferred Contractor, provisions and specifications in addition to and/or different from those stipulated in this invitation to tender and any other tender documentation. The Preferred Contractor will be expected to execute a contract with SERVE. The contract between SERVE and the Preferred Contractor may include the following:

* The invitation to tender
* The Preferred Contractors Tender
* Any mutually negotiated terms and conditions

Tenders should be submitted by hard copy or email by 12 noon Friday August 4th 2017

Eileen Hoffler

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It is the responsibility of respondents to ensure the tender document is received on time. Under no circumstances can SERVE consider tenders that are received late. Tenders received after the above deadline will be returned unopened.