



**Terms of Reference for a vacancy:  
Impact Evaluation Expert**

**Or**

**Consultancy (firm)**

**for innovative East African transparency start-up**

Are you an experienced impact evaluation professional or company in Uganda? Are you experienced in (qualitative) interviewing, and excited to improve a functional and impactful citizen feedback system? Then maybe this is a great opportunity for you! SEMA is seeking a pro-active, independent, and highly skilled professional or organization to assist in evaluating our citizen feedback system in Uganda.

SEMA is a citizen feedback system that makes public services work better. From our three years of work in Uganda, we see that when the SEMA system is implemented at public offices like police stations, hospitals, or municipal buildings, 80% of them reduce their waiting time and 67% of them have consistently better service quality. After gathering feedback from over 110,000 citizens in Uganda across 38 public offices, we are now exploring launching a pilot in Kenya to find out if our product is as impactful there.

SEMA is looking to hire an experienced, qualitative research professional to support the execution and evaluation of SEMA's methodology in the field. This position ("the consultant") can be filled by an individual or company. The consultant has to be based in Kampala, and is to support the SEMA research team for a period of 10 months to improve its Theory of Change, collect impact data in the field and critically evaluate our feedback mechanisms. This position reports directly to SEMA's management and collaborates closely with our Data Analyst.

**About SEMA**

SEMA ("Speak! What's up?") is a social enterprise with its main offices in Kampala, Uganda, operations in Kenya and an international board in The Netherlands. We aim to increase transparency and accountability of public services by gathering real-time citizen feedback.

This data is shared with public offices in various formats in order to incentivise improved policies and service delivery. For more information please visit [www.talktosema.org](http://www.talktosema.org).

### **Terms of Reference**

This engagement is meant to last for 10 months, all outcomes to be finalized by July 2022. There is no guarantee that the engagement will be extended after this period.

In case of an individual hire, the person will be paid as a consultant in Uganda including withholding tax. For individual consultants, the expected amount of time dedicated to the outcomes is at minimum 20 hours a week.

The following outcomes are expected:

- A thorough assessment of SEMA's current impact measurement framework and the impact dashboard;
- In collaboration with the data & research team, a proposal for a few priority areas where SEMA's effectiveness can be tested through a formulation of 3 main research questions and a sound research design (ideally through an RCT);
- The execution of this proposal and the research resulting in a report with findings;
- A revised Theory of Change based on the findings;
- Assisting in monthly impact tracking of SEMA's effectiveness at local offices;
- Leading monthly impact tracking meetings in SEMA's team;
- Monthly updating of the Impact Dashboard;
- Positive collaboration with SEMA's team members, in particular in operations and research departments.

### **What we are looking for:**

- At least 5 years of experience working as a researcher or project manager with proven impact measurement skills;
- Experience in research design, mixed-methods research and sampling is a must (sharing of examples of past work is important);
- Proven (qualitative) interviewing and surveying skills;
- Proven (data) analytical skills;
- Availability of at least one (work)day a week to sit at the SEMA office and/or to meet with SEMA team members throughout the entire 10 months;
- Experience in the public sector (or in collaboration with civil servants) in Uganda is an asset;
- Excellent writing and oral skills;
- A great team player;

- A proactive and innovative attitude, ideally proven by any previous experience setting up innovative research designs;
- A strong interest in social accountability and social impact initiatives, citizen participation, good governance and technology;
- Excellent English speaking and writing skills; speaking Luganda is an additional advantage.

**We offer you:**

- Competitive remuneration commensurate with experience and skill set, based on an consultancy agreement with our Ugandan entity;
- Exposure and (co)authorship as a researcher in an international context;
- A supportive team of young, creative talents in an environment where impact is appreciated over business;
- A flexible work schedule.

**If you are interested, please send your proposal or CV (please limit your CV to 2 pages only) and a motivation letter to [nathalie@talktosema.org](mailto:nathalie@talktosema.org) with the title 'Application for Impact Evaluation Expert'.**