Terms of Reference for Chief, Public Service Delivery Division

1. Job Title: Chief of the Public Service Delivery Division

2. Reporting Structure: The Chief of the Public Service Delivery Division will report directly to the Director of the Prime Minister's Office.

3. Job Summary: The Chief of the Public Service Delivery Division is a key leadership role responsible for driving excellence and efficiency in the delivery of public services. This role will spearhead initiatives to improve service delivery, ensure accountability, and build a citizen-centric approach.

4. Key Responsibilities: The core Responsibilities of the chief will be overseeing and implementing the mandates of the Public Service Delivery Division.

i. Strategic Leadership:

1. Lead the development and implementation of a comprehensive public service delivery strategy: This strategy should align with national priorities, address citizen needs, and prioritize continuous improvement.
2. Spearhead business/government process re-engineering and streamline efforts on public services: Identify areas for improvement in service delivery processes, implement innovative solutions, and leverage technology to enhance efficiency.
3. Develop and champion a culture of excellence in public service delivery: Foster a work environment that emphasizes continuous improvement, data-driven decision-making, and a customer-centric approach.
4. Build strong partnerships and collaborations: Work closely with service-providing agencies, government departments, and external stakeholders to ensure coordinated and effective delivery of public services.

ii. Performance Management and Analysis:

1. Conduct assessment studies and analyses to strengthen the delivery of public services: Utilize data and research to identify areas for improvement, assess service quality, and measure the impact of interventions.
2. Monitor and supervise the delivery of public services: Track key performance indicators (KPIs), identify trends, and ensure that services are delivered within agreed-upon standards and timelines.

3. Develop robust performance management systems: Establish clear performance targets, metrics, and accountability frameworks for service delivery teams.
4. Conduct regular evaluations and audits of public service delivery: Identify areas for improvement, implement corrective measures, and ensure continuous learning and development.

iii. Citizen Engagement and Advocacy:

1. Develop governance tools, standards, and frameworks to strengthen accountability: Establish clear guidelines for service delivery, promote transparency, and ensure that citizens have access to information and recourse mechanisms.
2. Institute citizens' engagement platforms to encourage feedback and suggestions to improve service delivery: Create forums for citizens to share their experiences, provide feedback, and contribute to service improvement initiatives.
3. Conduct advocacy and education on public services in coordination with service-providing agencies: Raise awareness about the importance of effective public service delivery, educate citizens on their rights and responsibilities, and promote responsible use of public services.

iv. Capacity Building and Development:

1. Coordinate and conduct capacity development to enhance the competencies of service providers: Develop training programs, mentorship initiatives, and knowledge-sharing platforms to equip public service professionals with the skills and expertise needed to deliver high-quality services.
2. Promote a culture of continuous learning and professional development: Encourage service providers to actively seek out opportunities to enhance their knowledge, skills, and expertise.

5. Key Performance Indicators:

1. Customer satisfaction ratings: Measure the level of satisfaction with public services as reported by citizens.
2. Service delivery efficiency: Track metrics such as processing time, turnaround time, and cost-effectiveness of service delivery.
3. Compliance with service standards: Ensure adherence to established service quality standards and guidelines.

4. Number of citizen feedback channels and engagement: Track the number and diversity of platforms used to gather citizen feedback and encourage engagement.
5. Capacity building and training outcomes: Measure the impact of training programs on the skills and knowledge of service providers.

6. Required Qualifications and Experience:

1. Advanced degree in Public Administration, Public Policy, Business Administration, or a related field.
2. Minimum 1 years of experience in public service delivery, preferably with a focus on strategic planning, performance management, and citizen engagement.
3. Demonstrated leadership skills with a proven ability to motivate and inspire teams to achieve ambitious goals.
4. Strong analytical and problem-solving skills with a data-driven approach to decision-making.
5. Excellent communication and interpersonal skills with the ability to effectively communicate with diverse stakeholders, including senior government officials, service providers, and citizens.
6. Proficiency in using technology and digital tools to enhance service delivery and citizen engagement.

7. Personal Attributes:

1. Passion for public service and a strong commitment to improving the lives of citizens.
2. Strong ethical values and a commitment to transparency and accountability.
3. Excellent organizational and time management skills with the ability to manage multiple projects simultaneously.
4. Adaptable and resourceful with the ability to thrive in a fast-paced and dynamic environment.

8. Other Considerations:

1. The Chief of the Public Service Delivery Division will play a crucial role in shaping the future of public service delivery in Bhutan.
2. This role requires a strategic thinker and a visionary leader with a deep understanding of public service dynamics and a passion for delivering exceptional citizen experiences.

9. Term of Appointment:

The Chief of Public Service Delivery Division will be appointed as per the BCSR 2018.

10. Amendments:

These Terms of Reference may be amended from time to time at the discretion of the Office of the Prime Minister and the Cabinet secretariat.