

Terms of Reference

Job Title: Civil Society Knowledge Hub Consultant

Type of Agreement: External consultant

Location: Amman

Deadline for submitting application: 7-June-2026

1. Background

Rasheed for Integrity and Transparency (Transparency International – Jordan) was established at the end of 2013 as a non-profit civil society organization by a group of activists in public work. “Rasheed” is the only official point of contact representing Transparency International in Jordan. It aims to improve the Jordanian citizens’ involvement in anticorruption activities.

2. Objective of the project:

This project aims to strengthen the civil society organizations (CSOs) coordination mechanism for sustainable development by contributing to an inclusive, participatory, empowered, and independent civil society in Jordan as well as open and inclusive dialogue among CSOs. The execution of the project is in collaboration with Justice Centre for Legal Aid (JCLA) as a specialized organization in legal protection, through legal awareness and legal services.

3. Objective of the consultancy

The objective of this consultancy is to design the conceptual and governance framework for a Civil Society Knowledge Hub that enhances the visibility and impact of civil society organizations (CSOs), reduces duplication of resources, and strengthens institutional linkages with relevant governmental platforms.

The consultancy will develop a structured, practical, and user-centered model for organizing, managing, and sharing knowledge, including clear processes, roles, and standards, a code of conduct, and user guidance tools such as FAQs, to ensure effective knowledge flow and its utilization. The model will promote ease of access, safeguard intellectual property rights, ensure long-term sustainability, support evidence-based decision-making, improve access to information for internal and external stakeholders, and increase awareness and visibility of CSOs’ work and impact.

The primary objectives are to:

- Assess the needs, gaps, and context of civil society organizations (CSOs) in relation to knowledge management and information sharing.
- Map CSOs, existing resources, and relevant platforms to support coordination and reduce duplication.
- Design the conceptual and operational framework for a Civil Society Knowledge Hub.
- Develop a governance framework and propose mechanisms to ensure accessibility, sustainability, and effective knowledge utilization.

4. Scope of the Consultancy

- Conduct a needs assessment to identify the key challenges, gaps, and requirements of civil society organizations in relation to access to CSO recommendations, knowledge, resources, and governmental platforms, using qualitative methods including focus group discussions, key informant interviews, and desk-based research.
- Carry out a comprehensive stakeholder and digital platform mapping exercise, with particular focus on relevant governmental entities, CSOs, and existing digital platforms, to identify, document, and describe key platforms relevant to civil society organizations and define feasible linkage modalities, limited to curated links and descriptive content.
- Design the overall conceptual structure of the Civil Society Knowledge Hub, including its main sections, user groups, site architecture, and user journeys, ensuring a clear, intuitive, and user-friendly experience, without engaging in technical system development or programming.
- Develop a governance and content management framework for the platform, including a code of conduct, FAQs, content management policies, and practical mechanisms to ensure ethical knowledge sharing, protect intellectual property, and support the systematic collection and curation of civil society resources and best practices.
- Attend, engage, and coordinate with relevant stakeholders through meetings and consultation sessions to support the effective development and operationalization of the Knowledge Hub.
- Prepare and submit a final consultancy report consolidating all deliverables, documenting key findings and outputs, and providing actionable recommendations for the future technical development and long-term sustainability of the Civil Society Knowledge Hub.

5. Deliverables

The key deliverables for this consultant include:

- Needs assessment report identifying and documenting key gaps, challenges, needs and requirements of CSOs in accessing knowledge, resources, and governmental platforms, based on FGDs, KIIs, and desk review.
- Governmental Digital Platforms Mapping Sheet (Excel): A structured Excel file mapping all relevant governmental digital platforms and relative CSOs' platforms including official links, concise descriptions, and relevance to civil society organizations.
- Governance and Content Management Framework: A comprehensive framework outlining governance principles, roles and responsibilities, and content management arrangements for the Knowledge Hub.

- Conceptual Design Document of the Civil Society Knowledge Hub: A non-technical conceptual document defining the platform’s main sections, user groups, site structure, and user journeys, supported by simple diagrams or visual representations.
- Draft official letter to governmental entities to be issued by Rasheed, informing relevant entities of the inclusion of their platforms within the Civil Society Knowledge Hub.
- Content management policy defining acceptable content types, quality standards, and procedures for content submission, review, approval, updating, and removal.
- Code of conduct and intellectual property guidelines outlining ethical knowledge-sharing standards, intellectual property protection rules, attribution requirements, and reporting mechanisms.
- Content classification and duplication prevention guidelines defining standardized content categories, required metadata, and mechanisms to prevent duplication.
- Content curation Workflow describing how civil society resources and best practices are collected, reviewed, validated, and published on the Knowledge Hub.
- Final consultancy report compiling all deliverables and providing recommendations for future technical development and sustainability of the Civil Society Knowledge Hub.

6. Timelines and key outputs:

#	Outputs / Deliverables	Timeline
1	Submission of an inception report including detailed work plan, methodology, tools, and implementation timeline for the consultancy	1 day
2	Submission of a needs assessment report	6 days
3	Submission of a Governmental and CSOs digital platforms mapping sheets and draft an official letter to relevant government entities.	3 days
4	Submission of a conceptual design - structure for the Civil Society Knowledge Hub	4 days
5	Submission of a governance and content management framework for the platform	8 days
6	Submission of a final consultancy report consolidating all deliverables and providing recommendations for future technical development and sustainability	3 days
	Total Working Days	25 days

7. Reporting

The consultant will work under the direct supervision of Rasheed for Integrity and Transparency (Transparency International – Jordan).

8. Qualifications and skills

- Advanced university degree in Public Policy, Public Administration, Governance, Development Studies, Information Management, Social Sciences, or a related field.
- Minimum of 8–10 years of relevant professional experience in governance, institutional development, transparency, and civil society strengthening, with demonstrated engagement with civil society organizations at national and local levels.
- Proven experience in designing and conducting qualitative research and needs assessments, including focus group discussions, key informant interviews, and desk-based research / desk review.
- Strong understanding of the civil society sector in Jordan, including regulatory frameworks, institutional arrangements, and the operational context of CSOs.
- Demonstrated experience in developing governance frameworks, content management policies, codes of conduct, FAQs, and institutional guidelines, particularly related to ethical knowledge sharing, intellectual property, and organizational compliance.
- Proven experience in designing conceptual knowledge systems or platforms, including platform structures, user journeys, and functional frameworks.
- Strong experience working with government institutions, civil society organizations, and development partners, ensuring coordination, alignment, and sustainability of interventions.
- Demonstrated facilitation and moderation skills, including leading stakeholder consultations, FGDs, KII, and policy dialogues.
- Excellent analytical, writing, and reporting skills, with the ability to produce high-quality deliverables in English and Arabic.
- Ability to work independently, manage complex assignments, and deliver high-quality outputs within tight timelines.

9. Application Instruction

- Send CV to the e-mail: careers@rasheedti.org, entitled: Civil Society Knowledge Hub Consultant
- A technical proposal outlining the approach and methodology.
- A financial proposal indicating consultancy fees.

Rasheed for Integrity and Transparency (Transparency International - Jordan) provides equal and fair opportunities in employment for all people, regardless of race, color, religion, gender, origin, age, political affiliation, or marital status.