

Clean Clothes Campaign



Terms of Reference

Section	Contents/Comments
1. Title	Systematic approach for Information Management
2. Background	<p>Clean Clothes Campaign (CCC) network works to structurally improve working conditions and support the empowerment of workers – most of them women – in the global garment and sportswear industries.</p> <p>In the almost 30 years of our existence, an effective global network of more than 200 trade unions and NGOs has been created. The CCC global network consists of autonomous organisations who are committed to a 5 year Global Strategic Framework that sets global objectives for action, and cooperates together through national and regional coalitions, as well as action-focused cross-regional working groups. For more information on our recent campaigns and advocacy work, as well as our vision, mission and principles, you can visit https://cleanclothes.org/.</p> <p>The Amsterdam office hosts the International Office (IO), which supports the CCC global network (and also has a smaller office in Brussels), and the Dutch Schone Kleren Campagne (SKC), which coordinates CCC activities in the Netherlands. The organisation has no Executive Director. Decision-making is based on consensus and non-hierarchical principles, within a clearly defined framework of self-steering teams.</p> <p>The organisation receives funding from a mix of governmental, institutional and private donors. This includes CCC being a member of the Fair, Green and Global (FGG) alliance which receives funding from the Strategic Partnership program of the Dutch Ministry of Foreign Affairs (Buza). More information about our organisational operations can be found here.</p>
3. Context	<p>Through the daily activities of CCC International Office and Schone Kleren Campaign staff members, a wealth of information is collected. This information serves various purposes, including developing strategies, research and communication, lobby and advocacy, monitoring projects, reporting to donors, etc. Although there are digital information management systems and procedures in place, individual staff members collecting, using and storing information are not always compliant with existing policies. In addition, some of these policies need adaptation, taking into account the use of new digital tools (including end-to-end encrypted technologies), dispersed workplaces of staff members, and general issues such as confidentiality and staff turnover.</p> <p>The information policies and systems also have to be prepared for complex and sometimes contradictory requirements. Privacy and security can clash with the need for long-term archiving (be it for legal or other reasons). New legislation like GDPR, but also the increased threat of state- and non-state attacks on CCC and partners influences the choices of information tools.</p> <p>CCC is operating in a complex, always changing environment, and as such staff members have to set and adjust their priorities at a continuous basis. For an adapted information management system to succeed, there is a need for hands-on support to staff members to deal with their backlog. In addition an easy to use and intuitive system is requested.</p> <p>This assignment for an information management system is connected to the organisation's ambition to improve our impact management system (see separate ToR). Although this information management assignment can be delivered upon in a</p>

	<p>separate trajectory, it should be assured that any systems, tools, policies and practices developed for information management can easily be linked and adapted to (new) impact indicators.</p>
<p>4. Objective of the assignment and deliverables</p>	<p>We are eagerly looking for comprehensive and complementary systems, policies and recommendations to deal with the various information streams within the organization.</p> <p>The main objectives of this assignment are to conduct a needs assessment and propose a realistic and systematic approach for information management for the IO, and SKC. More specifically, a consultant is expected to conduct/deliver:</p> <ol style="list-style-type: none"> 1. Organizational needs assessment for IO and SKC, taking into account previous efforts, currently available tools and ongoing processes; 2. Practical tools and realistic pathways/policies for effective information management; 3. A concrete plan to implement the transfer of current information streams into newer systems, policies and practices; and 4. Support to individual staff-members to develop a plan for backlog. <p>Step 2-3-4 of the assignment is contingent upon approval of the first deliverable.</p> <p>A key expectation under step 2 is that options will be presented in an approachable, non-technical manner that will support collective decision-making. Any proposed computer-assisted solution should fit within our IT infrastructure. That means, either it can work online through a standard browser or support Linux as one of the OS options. There is a strong preference for open-source software solutions, and security of the information is vital to CCC and partners.</p> <p>The assignment will include intermediary evaluations of progress and the possibility for adaptations as part of the feedback loops.</p>
<p>5. Duration, Scope and Focus</p>	<p>The scope will cover the needs of the IO based in Amsterdam and Brussels and of the SKC office in Amsterdam.</p> <p>The CCC network organizations will not be active participants in this assignment. However, the structure of the network and the role of members and partners will be part of the assessment. Their level of participation might change if this is identified as a need during the assignment.</p> <p>The consultant(s) will work with a contact person and a selected group of representatives within the organization but will be expected to present the final needs assessment and the final proposal for impact management tools to the broader staff.</p> <p>In addition to the assignment for information management, CCC/SKC has also designed an assignment for impact management. Both assignments are specified in different Terms of References since they require a different set of skills and experiences. However, if consultants are interested to apply for both assignments, they are certainly invited to do so.</p> <p>The assignment should preferably take no more than 6-8 weeks, and start as soon as possible, but no later than the 1st of February 2019.</p>
<p>6. Roles and Responsibilities</p>	<p>Once a consultant is selected, they will propose a planning, including feedback loops, and start the assignment with a presentation to inform the organization members on the approach and get a first feeling with the priorities, and questions within the organization.</p> <p>The consultant is responsible for leading the process that should result in the deliverables. The IO/SKC contact person will ensure regular feedback loops within the organization. For deliverable 4 the IO team coordinator and a representative of</p>

	<p>the SKC will provide support ensuring the individual plans can be executed after the assignment is finished. Depending on the agreements made between the consultant and the organization, the consultant may or may not participate in the organizational sessions.</p>
<p>7. Consultant's Qualifications and Experience</p>	<p>We are looking for the following qualifications, and experience:</p> <ul style="list-style-type: none"> • Extensive experience in information management design and practice. Experience working with organizations within international networks is a plus • Be current with technology • Excellent analytical skills in order to connect information requirements to organizational process • Proven positive skills in facilitation and training • Excellent (inter-cultural) communication skills • Excellent command of English in speaking and writing. Dutch is a plus. • Understanding of non-hierarchical organizational structure • Two references of previous and comparable assignments required
<p>8. Follow up and CCC/SKC contact person(s)</p>	<p>Interested consultants are invited to hand in their quotes including: (1) a CV, or a company profile in case of a group of consultants, and (2) a two-page specification of the proposed methodology with timeframe.</p> <p>Based on the selection process, minimum 1 and maximum 3 consultants will be invited for a face-to-face or an online meeting to present and discuss the proposed methodology.</p> <p>For more information you can contact Tessel Pauli at tessel@cleanclothes.org. Please send your 2 page application to info@cleanclothes.org by 10 am CET (GMT+1) on the 14th of January 2019.</p>