

Dear Sir/Madam,

With this letter, I would like to express my interest in the position of the Local Consultant to Create the Framework for an Analytical Information Support and Monitoring Capacity in the Ministry of Labour, Health and Social Affairs of Georgia.

My almost fifteen years of research experience in the fields of public administration and policy makes me an excellent candidate for the position, as I have been engaged in various projects related to the consultancy on the policy making and planning with different agencies in the Georgian government. In parallel, I have been delivering classes in public administration and policy for the academic as well as short-term certificate programs at several universities in Tbilisi. As an expert I provide consultations and training for governmental and non-governmental organizations on the topics of public administration, strategic planning, policy analysis, general management, organizational management and other related areas.

In 2016, I was contracted by the Human Dynamics, EuropeAid project “Training and Consulting in Strategic Planning and Policy Development for the Ministry of Internally Displaced Persons from the Occupied Territories, Accommodation and Refugees of Georgia”. My responsibilities included assisting in development and institutionalization of analytical capacity of the Policy Analysis Division (PAD) in the ministry. I delivered training in policy planning and analysis to the staff of the Division, and under my supervision, the PAD team conducted a comprehensive revision of the existent strategic plans and started elaboration of the new policy documents, using evidence-based approach as well as cost-benefit and cost-effectiveness analysis. Currently the PAD is one of the strongest analytical units providing research and processing data for the policy planning and implementation within the Ministry.

In 2017, I led a group of Georgian researchers for developing a policy paper on Training and Development of Civil Servants in Georgian Public Sector, under the UNDP project “Support to Public Administration Reform (PAR) in Georgia through the Governance Reform Fund”. The work included in-depth interviews with the stakeholders from public and private sectors as well as quantitative analysis of the collected data from fifteen ministries of the Georgian government. The final policy document along with recommendations was submitted to the Civil Service Bureau of Georgia to develop a consistent and systematized way of professional growth and career promotion of the civil servants.

Another contract within the UNDP project – “Supporting Public Administration Reform in Georgia through the Governance Reform Fund” – implied my engagement as a local expert to provide assessment of the public service delivery by eighteen agencies (Legal Entities of Public Law, LEPLs) under the several ministries of the Georgian government. Mr. Giorgi Vashakidze, research fellow from the University of Lausanne, was contracted as an international expert. As an assistant to the international expert, my responsibilities involved:

- Conducting 85 in-depth interviews with the representatives of the relevant service delivery agencies and collecting the data for the baseline assessment report related to design, delivery, pricing and quality assurance of public services.
- Participating in case study development of best practices for service delivery.
- Conducting desk research on methodologies for measuring client satisfaction, cost per transaction and other key service parameters to be included in the public service delivery policy.

In addition to the above, I have participated in international and local scientific conferences and workshops, and published works on public administration and policy issues. I am a co-author of several monographs, including *Public Administration in Post-Communist Countries, Former Soviet Union, Central and Eastern Europe and Mongolia (2013)* as well as others listed in my CV. In 2016, under the supervision of prof. J. Mahler from the George Mason University, USA, I defended the doctoral thesis on *The Models of Training and Development in Georgian Public Sector* and was awarded an academic degree of Doctor of Social Sciences.

I am very well organized and can work with strict deadlines as a team member or individually.

I believe, that together with Mr. Giorgi Vashakidze, who is applying for the position of the international expert, we make an effective team. Thus, I am confident that all the above mentioned along with my skill-set and experiences will allow me to contribute toward the success of your project.

Sincerely,

Nino Dolidze