

SAINT VINCENT AND THE GRENADINES
OECS DATA FOR DECISION MAKING PROJECT

Terms of Reference

Title:	Labour Demand Survey -Appointment Scheduler
Location:	Ministry of the Family, Gender Affairs, Persons with Disabilities, Local Government and Labour
Duration:	Ten (10) weeks
Tentative Start Date:	September, 2026

Background

The OECS Data for Decision Making (DDM) Project (the Project) is a regional project that seeks to improve the capacity of participating Eastern Caribbean countries to produce and publicly disseminate statistical data for country and regional level analytics. It will be implemented by Grenada, Saint Lucia, St. Vincent and the Grenadines, and the OECS Commission. The Project seeks to achieve its objective by strengthening both national and regional level capacities and fostering regional coordination. At the national level, Component 1 and Component 2 of the Project will strengthen national statistical systems through (i) statistical modernization and capacity building, and (ii) data production, analysis, and dissemination, with a focus on the population and housing census, living conditions surveys, labor market surveys, and agricultural census. At the regional level, Component 3 of the Project will support the OECS Commission's mandate for regional integration and the strengthening of the regional statistical system. Component 4 will support project implementation, and Component 5 will provide a contingency option for immediate surge funding in the event of a national emergency. The Project is to be implemented over a five-year period ending in June 2027. Additional details on the Project can be found here ([link to Project Appraisal Document](#)).

The Department of Labour (DoL) and the Statistical Office (SO) together with the National Insurance Services (NIS) are the principal agencies of government charged with the overall responsibility of collecting, analysing and disseminating labour and employment data in SVG. With technical and financial resources from the International Labour Organisation (ILO), the DoL developed the SVG Labour Market Information System (SVG-LMIS), officially launched in 2011. The system design also proposed the establishment of the National Survey Programme to be coordinated by the SO in conducting periodic household and establishment surveys. The establishment surveys are intended to provide information on labour demand and supply flows as well as on unfilled vacancies within establishments. It is expected that results from these periodic surveys would provide detailed information on job creation or job losses by reason, industry and occupation as well as difficulties that employers might have in finding suitable labour.

The DoL in collaboration with the SO conducted establishment surveys referred to as the Labour Demand Survey (LDS) in the years 2014/2015, 2020 and 2022. The DoL will be conducting an LDS in October 2026 with the possibility of conducting another round in 2027. The survey will be managed by a Survey Administrator, who will assign roles and responsibilities to the survey team under their supervision. The Survey Administrator will also work closely with the Appointment Scheduler(s) in setting appointments for interviews with establishments.

In this regard, the Department of Labour under the OECS Data for Decision Making Project is seeking to hire appointment scheduler(s) to provide support in the scheduling of interviews under the purview of Field Supervisors and Enumerators for the Labour Demand Survey.

Objective

To provide support to the Survey Administrator in the scheduling of interviews under the purview of Field Supervisors and Enumerators for the Labour Demand Survey by:

Making initial contacts with establishments to ascertain their active status, and obtaining information about their physical location;

Scheduling interviews with management, and confirming appointments ahead of field visits.

Scope of Work

The expected activities to be carried out by the Appointment Scheduler are:

Training and Preparation

- Attend all training sessions conducted on how to carry out this survey.
- Review and be familiar with the Enumerator's and Field Supervisor's manual, the survey questionnaire, and other relevant materials distributed at training sessions

Appointments and case management

- Assist Survey Administrator in making initial contact with sampled establishments in the Business Register/Sampling Frame to validate physical locations.
- Set up, on behalf of DoL, and secure viable survey appointments/meetings to facilitate data-collection with sampled enterprises, ensuring that appointment dates do not conflict with any date previously set for another enterprise.
- Follow up with all necessary parties to validate that all scheduled initial meetings/appointments between enterprises and enumerators are still operational.
- Liaise with all parties to effectively respond to and address approved changes and preferences to schedules. In consultation with the Survey Administrator make needed

changes to appointment/meeting schedules for survey enumeration based on approved requests, changes and suggestions.

- Attend meetings with assigned personnel, DoL and SO as required, and share notes of these meetings with the Survey Administrator.
- If required to perform the duties of a Field Supervisor, he/she MUST, before so doing, receive approval from the DoL.

Reporting and Communication

- Submit reports and results to the DoL and Survey Administrator as requested.
- Execute any additional related duties or instructions issued to him/her by the Labour Commissioner or a designate during the course of his/her engagement.

Deliverables

- Weekly Work schedules for contacting, tracking and interviewing respondents within specified business areas.
- Submission of monthly reports on the scheduling activity to facilitate payment.
- Submission of a final report on the execution of the scheduling and enumeration process within three (3) weeks of the completion of the survey. The report should document challenges experienced and changes made in the field throughout execution. The report should also indicate lessons learnt and recommendations for future activities

Qualifications

- An Associate Degree in Social Sciences or similar qualification.
- Experience in the conducting and coordination of activities similar to the assignment described within this Terms of Reference.
- Previous training and or experience in the use of survey instruments and equipment.
- Working knowledge of the geography of Saint Vincent and the Grenadines.

Competencies

- Self-management and organizational skills
- Excellent organisational, interpersonal, oral, and written communication skills.
- Fluency in English (verbal and written) is required.
- Must be results-oriented, creative, confident, self-motivated and respond positively to feedback.
- Ability to work well individually and with teams.

- Persistence when faced with problems or challenges.
- Ability to identify issues, opportunities and risks and articulate them.
- Ability to relate to community members and sensitivity to cultural, gender, religion, race, and age differences.
- Ability to work to given deadlines.

Compensation as follows:

The appointment scheduler payment will be effected according to the following schedule:

The appointment scheduler shall make his/her own arrangements to pay income tax, social security contributions and to meet any other statutory obligations arising from the agreement.

- The appointment scheduler will be paid at a salary commensurate with the work completed under the Labour Demand Survey. This salary shall also cover transportation and telephone costs.

Input by the Client

- The Client shall provide the Appointment Scheduler with all relevant materials and equipment needed to complete the consultancy.

Reporting Obligations

The appointment scheduler will work under the direct supervision of the Survey Administrator of the Department of Labour, in close collaboration with relevant staff of the Labour Department. The appointment scheduler will follow an agreed code of conduct, and when engaging in activities such as workshops and consultations will share information with participants on accessing the available grievance mechanisms.