

**SAINT VINCENT AND THE GRENADINES
OECS DATA FOR DECISION MAKING PROJECT**

Terms of Reference

Title:	Labour Demand Survey – Survey Administrator
Location:	Ministry of the Family, Gender Affairs, Persons with Disabilities, Local Government and Labour
Duration:	Twenty-four (24) 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. In this regard, the Department of Labour under the OECS Data for Decision Making Project is seeking to hire a survey administrator to provide support in the coordination and scheduling of interviews under the purview of Field Supervisors and Enumerators for the Labour Demand Survey

Objective

To coordinate and provide supervision of the Labour Demand Survey; and work in conjunction with Appointment Scheduler(s) in scheduling of interviews under the purview of Field Supervisors and Enumerators.

Scope of Work

The expected activities to be carried out by the Survey Administrator are:

Training and Preparation

- Attend all training sessions conducted on how to carry out the 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.
- Make initial contact with sampled establishments in the Business Register/Sampling Frame to ascertain active status, encourage survey interview participation from employers and validate physical locations.

Scheduling and Field Supervision

- 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.
- Plan, prepare and disseminate clear work schedules and other relevant documentation to Field Supervisors and Enumerators, to ensure that all parties are fully apprised of and committed to the dates, times and locations of planned interview sessions in a timely manner.
- Ensure that Field Supervisors and Enumerators understand the business areas to which they are assigned. In the event that the Field Supervisors and Enumerators are unsure of this, the Survey administrator shall assist regarding the same.
- Coordinate the Labour Demand Survey and provide support in scheduling of interviews under the purview of Field Supervisors and Enumerators, and supervision of the field work.
- Collaborate with Appointment Scheduler to follow up with all necessary parties to validate that all scheduled initial meetings/appointments between enterprises and enumerators remain confirmed.

- Liaise with all parties to effectively respond to and address approved changes and preferences to schedules, and update appointment schedules accordingly.
- Share updated schedules promptly to keep all team members informed.
 - In the event of refusals by enterprises/establishments to complete survey questionnaires, make every effort to replace refusing enterprises with those which are similar (i.e. within the same or closest related business area), to ensure the integrity of the sample. Ensure that the Appointment Scheduler has a working knowledge of the process for such replacements.

Monitor and assess the Field Supervisor's performance and provide constructive feedback.

Field supervision

- Supervise the daily work of Field Supervisors and Enumerators through regular contacts, updating and coordinating schedules accordingly.
- Monitor and assess field staff's performance and provide constructive feedback
- Keep records of team performance and attendance
- Provide daily communication between the Representative assigned to oversee the Labour Demand Survey and all necessary parties, ensuring that concerns are effectively communicated between parties.

Case Management and Escalation

- Address team members' concerns and resolve conflicts among team members
- If required to perform the duties of a Field Supervisor, he/she MUST, before so doing, receive approval from the DoL.

Reporting and Meetings

- Attend meetings with assigned personnel, DoL and SO as required.
- Submit reports and results to the DoL and SO as requested.
- Execute any additional related duties or instructions issued to him/her by the Labour Commissioner during the course of his/her engagement.

Deliverables

- Complete lists of enterprises to be visited within each Enumeration District with physical addresses and up-to-date contact information **within 6 weeks of contract signing**
- Assignments for scheduling of interviews to be carried out by the Appointment Scheduler(s) every 2 weeks

- Work schedules for Enumerators for tracking and interviewing respondents within specified business areas weekly
- Submission of reports every 2 weeks on the scheduling exercise and on the progress of the survey
- Submission of report of completed work by each field worker within 1 week of the conclusion of the field exercise to facilitate payment
- Submission of a final report on the execution of the full scheduling and enumeration process. 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 within 3 weeks following the end of the field work.

Qualifications

- A Bachelor's Degree in Social Sciences or similar qualification
- At least 2 years of experience in the conducting and coordination of activities similar to the assignment described within this Terms of Reference.
- At least 2 years of 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

- Demonstrated leadership, managerial and supervisory ability.
- Excellent interpersonal, oral, and written communication skills, including the ability to clearly articulate survey questions and understand participant responses.
- Meticulousness in handling data and ensuring accuracy in survey administration
- 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.
- Ability to address challenges that arise during survey administration
- 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 prioritise tasks and meet deadlines effectively.

Compensation

The Survey Coordinator's payment will be effected according to the following schedule:

- The survey administrator 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 Survey administrator 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 survey administrator with all relevant materials and equipment needed to complete the consultancy.

Reporting Obligations

The survey administrator will work under the direct supervision of DoL Representative assigned to oversee the Labour Demand Survey. All communication with the DoL and SO will be copied to the DDM Project Coordinator, except in cases where data deemed confidential under the Census and Statistics Act, No. 24 of 1983 is being transmitted. Where confidential data is being transmitted, this will be between the DoL and SO but the Project Team would be informed of such communication. The Survey administrator 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.