

# Terms of Reference

Consultancy to Conduct Core Humanitarian Standard Self-Assessment at National Zakat Foundation (NZF)

## 1. Background

The National Zakat Foundation (NZF) is a UK-based charity dedicated to alleviating poverty within the Muslim community through the effective distribution of Zakat. As part of our ongoing commitment to delivering high-quality and accountable services, NZF is embarking on its first Core Humanitarian Standard (CHS) Self-Assessment. This initiative aims to evaluate our current practices, identify areas for improvement, and build our internal capacity to adhere to CHS principles, ensuring we continue to serve our beneficiaries with the highest standards of care and responsibility.

(NZF) administers three major programs: the Hardship Relief Fund, Work and Education and the Community Zakat Program (CZP). For the Hardship and Work and Education programme, applicants apply directly for financial support, where they undergo a thorough assessment and eligibility process. Once approved, payments are made directly to the beneficiaries or to pay for services or associated costs. In the CZP programme we have partnered with community organisations that are implementing the work on our behalf, applicants access partners fill in an application form and receive funding from the partner. NZF will then reimburse the partner with the funds for approved application cases.

These programs serve a dual purpose: they help people understand the essence and objectives of Zakat, empower Zakat givers to distribute their Zakat in a manner that is valid, effective, and respectful. By doing so, NZF ensures that eligible Muslims in the UK receive the necessary support, whether it is for immediate financial relief or for long-term investment in their future. This approach not only addresses the immediate needs of those in hardship but also contributes to their sustainable development and self-reliance.

## 2. Objectives

The consultancy aims to achieve the following objectives:

### **1. Conduct a comprehensive CHS Self-Assessment:**

- Evaluate NZF's performance against the nine CHS commitments.
- Identify strengths, weaknesses, and areas for improvement in NZF's humanitarian response and accountability mechanisms.
- Provide actionable recommendations to enhance NZF's compliance with CHS standards.

### **2. Build internal capacity and understanding of CHS:**

- Enable the Quality Assurance Officer to shadow the self-assessment process, gaining hands-on experience and practical insights.
- Develop an internal framework for ongoing CHS implementation and continuous improvement.
- Foster a culture of quality and accountability within NZF through mentorship and practical guidance.

### 3. Scope of Work

The consultant will undertake the following tasks to achieve the objectives:

#### 1. Preparation Phase:

- Engage with NZF leadership and staff to understand the organisational structure, operations, and current practices.
- Develop a detailed work plan outlining the self-assessment process, including methodologies and key milestones.
- Create communication materials to inform and involve NZF staff and stakeholders about the assessment's purpose and process.
- Familiarise with and plan the use of CHS online tools and guidance for the self-assessment.

#### 2. Data Collection Phase:

- Review existing NZF documentation, policies, and procedures related to CHS commitments.
- Conduct surveys and interviews with staff, partners, and beneficiaries to gather comprehensive feedback on NZF's adherence to CHS standards.
- Utilise CHS online tools and guidance to support data collection and ensure alignment with CHS methodologies.

#### 3. Analysis and Reporting Phase:

- Analyse collected data to assess NZF's compliance with the CHS commitments, identifying strengths and areas for improvement.
- Prepare a comprehensive report summarising findings, including detailed recommendations for enhancing NZF's humanitarian standards and practices.
- Develop an action plan with specific, measurable steps for NZF to improve its CHS compliance.

#### 4. Capacity Building Phase:

- Guide the Quality Assurance Officer through the self-assessment process, offering mentorship and practical insights to enhance their capabilities.
- Provide resources, tools, and guidance to support the Quality Assurance Officer in independently conducting future CHS self-assessments.
- Establish a monitoring and evaluation framework to track progress on the action plan and ensure continuous improvement.
- Ensure the Quality Assurance Officer becomes proficient in using CHS online tools and guidance for ongoing assessments.

## 4. Deliverables

The consultant is expected to deliver the following:

- A detailed work plan outlining the self-assessment process and key milestones.
- Communication materials for stakeholders to understand the assessment process and objectives.  
A comprehensive CHS Self-Assessment report, including strengths, gaps, and actionable recommendations using CHS templates.
- A presentation is to be made to the relevant stakeholders
- An action plan with clear, measurable steps for enhancing NZF's compliance with CHS standards.
- Practical guidance and resources for the Quality Assurance Officer to support their capacity building and ongoing learning.
- A monitoring and evaluation framework to ensure continuous improvement and track progress on the action plan.

## 5. Qualifications and Experience

The ideal consultant will have:

- Proven experience in conducting CHS self-assessments or similar evaluations in the UK sector.
- In-depth knowledge of the Core Humanitarian Standard and its application in various contexts.
- Experience with CHS online tools and guidance, and the ability to integrate these into the assessment process.
- Working remotely and within remote set ups, NZF is a remote organisation and our systems and processes are managed remotely.
- Strong analytical, communication, and report-writing skills.
- Experience in capacity building and mentorship.
- Familiarity with the operations of faith-based charities, particularly within the UK context, is an advantage.

## 6. Application Process

Interested candidates should submit the following documents:

- A detailed proposal outlining the methodology, approach, and budget for the consultancy.
- A cover letter highlighting relevant experience and qualifications.
- CV(s) of the consultant(s) who will undertake the work.
- the requirement for consultant to adhere to organizations code of conduct and follow its safeguarding principles.
- Examples of previous similar work conducted, including references.