

Terms of Reference (TOR)

Mobile and Web Application Support Consultant

Organisation: Seenaryo

Project Name: Seenaryo Playkit

Project Location: Lebanon & Jordan

Consultancy Duration: Approximately 7 working days over 10 months (2026-2027)

1. About Seenaryo

Working in Lebanon, Jordan, Palestine and Syria, Seenaryo uses theatre and play to support mental health, shape futures, and drive social justice. Over ten years, Seenaryo has developed a unique and radically participatory approach to theatre and learning. What began in community spaces in 2015, has moved into classrooms, onto stages and toured to international festivals. Reaching over 213,000 people in the last decade, Seenaryo won the Digital Innovation of the Year - Learning prize at the 2025 PIONEER Awards, the Resilience in Action Award at HUNDRED 2024, and the Arts, Culture & Heritage prize at the 2023 UK Charity Awards.

Seenaryo has developed a digital application "The Seenaryo Playkit" through an external software development company. To ensure the application continues to function efficiently and meets organisational needs, Seenaryo is seeking an **Application Support Consultant** to provide technical oversight of the application's maintenance phase.

The consultant will **not** be responsible for developing, coding, or modifying the application. Rather, they will act as a **technical advisor** to Seenaryo, providing periodic guidance and recommendations on issues identified, coordination with the software development company, and overall maintenance priorities.

2. About the Seenaryo Playkit

The Seenaryo Playkit is an app that transforms early childhood teaching and learning through play. Designed for teachers of 3 - 8 year olds in the least-resourced schools in Lebanon and Jordan, it is a huge bank of songs, games, interactive stories and classroom management techniques, all easily searchable by topic, age group or activity type and applicable to any early years curriculum. The app features how-to videos, music tracks and printable flashcards - all in Arabic, English and French. The Playkit app is usually accompanied by a 1-day or 3-day teacher training. It aims to build children's core life skills - cognitive & language, social & emotional, and physical - with the ultimate aim of increasing the child's chances of success in school and in later life.

3. Objective

To provide periodic technical advisory oversight of the existing application "The Seenaryo Playkit" by assessing its overall performance, guiding coordination with the software development company, and advising Seenaryo on maintenance priorities and vendor performance against contractual commitments.

4. Scope of Work

The consultant will:

4.1. Technical Advisory & Assessment

- Periodically review the application's overall functionality, performance, and stability, and advise Seenaryo on its technical health.
- Provide expert guidance on priorities for maintenance, improvements, and issue resolution, based on periodic check-ins rather than continuous monitoring.

4.2. Vendor Coordination & Oversight

- Act as a technical advisor to Seenaryo in its dealings with the software development company.
- Advise Seenaryo on the vendor's performance against its contractual maintenance and support commitments, and recommend action where needed.
- Participate in periodic coordination meetings with the developer and guide discussions on technical priorities.

4.3. Strategic Planning & Recommendations

- Advise Seenaryo on a forward-looking maintenance and improvement plan for the application.
- Provide strategic recommendations on technical decisions related to the app's long-term sustainability.
- Offer high-level guidance on whether delivered fixes and updates meet expectations, without conducting detailed hands-on testing.

4.4. Advisory Reporting

- Prepare periodic advisory notes summarising findings, vendor performance, and recommendations for Seenaryo's consideration.

5. Deliverables

The consultant will provide:

- Periodic technical advisory notes on the application's status and performance.
- Recommendations report on maintenance priorities and vendor performance.
- Meeting summaries from key coordination touchpoints with the software development company.
- Final consultancy report summarising observations, vendor performance, and recommendations.

6. Duration

Approximately **7 working days** over **10 months**.

7. Reporting Line

The consultant will report to the **Head of Education in Lebanon** and coordinate directly with the contracted software development company.

8. Required Qualifications

- Bachelor's degree in Computer Science, Information Technology, Software Engineering, or a related field.
- Minimum 5-7 years of experience in software quality assurance, application support, or technical project coordination.
- Experience working with mobile applications.
- Knowledge of software testing methodologies and bug tracking tools.
- Experience coordinating with external software development vendors.
- Strong analytical, communication, and problem-solving skills.
- Fluency in both English and Arabic

9. How to Apply

Interested applicants (individual consultants or consultancy teams/firms) are requested to submit their application via [this application form](#) before **16 September 2026**.