

## Claudine Nagiah Consultant

### PROFILE:

Claudine Nagiah is a Consultant and Project Manager with over 10 years experience in environment, natural resource management and social development. She has worked in Africa, Asia, Europe and South America. Her technical background spans pro-poor forestry, rural livelihoods, income generation, community based tourism and eco-tourism, biodiversity conservation, disaster recovery, climate change issues, governance and social development.

Claudine is an effective Project Manager, and has successfully managed projects for the World Bank, European Commission and the UK Department for International Development. She has experience of working with a wide range of stakeholders including international donors, state governments, private sector, local and international NGOs, and community groups.

### THEMATIC FOCUS:

- Environment, forestry, natural resources and wildlife conservation
- Rural livelihoods and income generation (non-timber forest products and handicrafts)
- Pro-poor tourism, community based tourism and eco-tourism
- Environmental governance and pro-poor forest sector reform

### PRIMARY SKILL SET:

- Research, analysis, and report writing
- Strategic analysis, planning and development
- Successful management of donor funded projects and programmes
- Excellent planning, management, organizational and problem solving skills
- Strong facilitation and communication skills
- Working with governments, donors, private sector, NGOs and communities
- Excellent computer skills: MS Word, Excel, PowerPoint, Outlook, Project, etc.

### QUALIFICATIONS:

December 2008: MSc Development Management, Open University, UK  
December 2006: Post Graduate Diploma Development Management, Open University UK  
July 1997: BA Politics 2:1 Honours, University of Leicester, England

### PROFESSIONAL HISTORY:

July – Oct 2010: Senior Consultant, *theIDLgroup* Ltd East Asia, Hanoi, Vietnam  
Jan 09 – July 10: Freelance Consultant (various assignments)  
Sept 06 – Dec 08: Senior Manager, *theIDLgroup* Ltd., Bristol, UK  
May 04 - Dec 08: Project Manager and Consultant, FRR (division of *theIDLgroup* Ltd) UK  
Jan 02 – May 04: Project Manager and Business Development Manager, Birks Sinclair & Associates Ltd, Durham, UK  
Feb 01 – Jun 01: Monitoring and Reporting Officer, Organisational Effectiveness Unit, Melbourne City Council, Melbourne, Australia.  
Nov 97 – Nov 99: Project Administrator, Birks Sinclair & Associates, Durham, UK

## **SELECTED PROJECT EXPERIENCE:**

### **Community Based Tourism, Product Development and Marketing Manager, Andaman Discoveries, Thailand, August 2009 –July 2010**

Andaman Discoveries is an award winning Responsible Tourism operator in Southern Thailand that helps communities destroyed by the 2004 tsunami to rebuild their livelihoods through handicraft development and community based tourism. It provides assistance with income generation activities, local conservation projects, vocational training, environmental education and cultural empowerment for marginalised communities and ethnic groups.

The role involved strategic planning to identify the organisation's key strengths and unique selling points; business development, marketing and promotion; developing new CBT products and re-designing existing tour programmes; developing relationships with new clients including private sector operators, NGOs, schools and universities; attending CBT meetings; improving information management systems; plus writing and editing articles, blogs, press releases and a new company website.

### **Associate Consultant, Briefing Report on Gender Based Violence in Guatemala, CICS, Department of Peace Studies, Bradford University, UK. August 2009.**

Preparation of two briefing papers on Gender Based Violence in Guatemala on behalf of the Sida Advisory Help-desk at the Centre for International Cooperation and Security at Bradford University, as part of Sida's work policy dialogue and awareness raising work under its Action Plan on GBV for 2008-2012. The papers highlighted the nature of gender based violence in post-conflict Guatemala, outlined the existing legal and institutional frameworks, progress to date, and challenges faced, and made recommendations on potential entry points for Sida's dialogue with Guatemala and other international donors on GBV.

### **Programme Coordination Consultant, Tsunami Recovery Programme, American Red Cross (ARC). Thailand, March – June 2009**

Short-term consultancy to support the American Red Cross's Tsunami Recovery Programme in Southern Thailand. Key tasks included:

- Support to the national staff of the Community Based Disaster Preparedness Project in Monitoring and Evaluation (M&E), quarterly reporting and financial planning.
- Organisation and facilitation of a Senior Management Retreat for the ARC Thailand Tsunami Recovery Program, including development of team building activities for senior managers and local staff. This included developing team building activities for senior managers and local staff, with the aim of integrating new team members and overcoming cultural barriers between national and international ARC staff.
- Developing a series of planning tools (staffing plans, M&E plans and exit plans) to enable the Delegation effectively plan and prepare for program evaluation, exit and close down stages of the Thailand Tsunami Recovery Program in 2010.

### **Senior Manager, *theIDLgroup* Ltd., Bristol, UK. September 2006–December 2008**

Member of the Senior Management Team for a UK based international development consulting firm, *theIDLgroup* Ltd. Responsible for managing the merger of two companies (FRR Ltd and The IDL Group Ltd) as well as strategic planning, business development, recruitment and team-building. Other tasks included developing marketing materials (brochures, tenders, policy briefing papers and a new company website), networking and promoting the company to potential clients and partners and training and supporting staff.

### **Project Manager and Consultant, FRR (a division of *theIDLgroup* Ltd) Bristol, UK May 2004 – December 2008**

Consultant and Project Manager on Environment and Natural Resources projects, including forestry, biodiversity conservation, rural livelihoods and climate change. Responsible for winning and managing donor contracts with a value of up to £7 million. Also provided support to the company's programmes in civil society development, governance and post-conflict and fragile states. Specific projects included:

- Forest Sector Development in Orissa: £1.5m DFID project for pro-poor forest sector development in one of India's poorest states. The project aimed to increase partnerships between the State Forest Department and forest dependant communities for sustainable forest management and poverty reduction. The project focussed on forest policy,

institutional development, communication, and a series of pilot projects to promote income sustainable generation activities for forest-dependant tribal communities. The pilot projects included community based eco-tourism in protected areas, handicrafts development and non-timber forest products (NTFPs). Technical inputs included supporting national consultants to develop a draft eco-tourism strategy for the state; providing advice to community tourism groups on development of CBT activities; developing links between village cooperatives and national/international markets; and investigating potential for certification and overseas export of handicrafts products through organic and Fair Trade certification schemes.

- Researcher for a Forest Trends project exploring key issues in the design, monitoring and evaluation of social impact assessments for Payments for Ecosystems Services (PES) projects in the voluntary carbon market.
- Project Manager of DFID funded Himachal Pradesh Forest Sector Development Project, to implement a strategy for sustainable forest management and enhanced livelihoods of the poorest forest dependent communities in Himachal Pradesh, India.
- Peer Review of a project proposal to strengthen institutional capacity and local law enforcement to tackle the illegal trade in endangered species in South East Asia.
- Forest Sector Development Project II, Ghana: Management of £7.4m DFID project to transform the Ghanaian forest sector by increasing transparency and facilitating greater involvement of civil society.
- Organising a study visit for Ghanaian Parliamentarians to explore policy issues relating to the supply of legal and sustainable timber to EU markets.
- Forest Privatisation Initiative Malawi: Management of £2.5m project to increase efficiency and pro-poor benefits through private sector engagement in forest management.
- Research and peer review of a policy briefing paper for DFID on options for improving coordination across key UK government departments, in order to tackle natural resource related conflicts in West Africa.
- Ghana Civil Society Feasibility Study: Project Manager for a mapping and feasibility study for an EC civil society strengthening programme in Ghana.
- Tender proposal development for new projects, including Livelihoods and Forestry in Nepal, Rights and Voice in Tanzania, and Rural Development in India.

**Community Based Eco-tourism Advisor, Progreso Verde (CRACYP), Ecuador, October – December 2007**

Review and assessment of plans to develop a community based ecotourism project in rural Ecuador. The project aimed to generate sustainable income for local communities through eco-friendly farmstays and create financial incentives for local forest and wildlife protection. The study included market research, feasibility assessment for tourism development in the area, consultations with farmers and community members, an organisational review, product development and providing basic hospitality training to host families. An inception report, workplan and final report were prepared, with recommendations made on potential models for tourism development.

**Project Manager and Business Development Manager, Birks Sinclair & Associates Ltd. Durham, UK. January 2002 – May 2004**

Project manager for socio-economic development and social protection projects in Central and Eastern Europe, including:

- Support to Poverty Reduction in Leningrad Oblast: £5m cross-sectoral DFID project to reduce poverty in Leningrad Oblast, Russia.
- Reform of Systems and Structures of Central and Local Social Policy Regimes in Bosnia Herzegovina: £4.2m DFID project to strengthen social policy institutions to mitigate poverty, inequality and social exclusion in post-conflict BiH.

Responsible for development and implementation of the company's Business Development Strategy and the preparation of tender proposals for new contracts. Lead author of a report commissioned by Birks Sinclair to analyse business opportunities and constraints under the EC's PHARE, TACIS and CARDS programmes.

**Monitoring and Effectiveness Officer, Organisational Effectiveness Unit, Melbourne City Council, Melbourne, Australia, February – July 2001**

Management of Melbourne City Council's internal monitoring and reporting processes. Collection of key performance data from the Council's 33 departments and incorporating this into the Council's Annual Report, Corporate Plan, and strategic planning documents.

**Project Administrator, Birks Sinclair & Associates Ltd, Durham, Oct 1997-Nov 1999**

Administration of a large European Commission Framework contract in the Socio-Economic Development Sector. Responsibilities included organising international missions and study visits, writing contracts and ToRs for technical experts, editing reports, managing all travel arrangements for the company, and Personal Assistant to the Company's Executive Director.

**COUNTRY EXPERIENCE:**

Europe: Bosnia and Herzegovina, Romania, UK  
Africa: Ghana, Malawi  
Americas: Ecuador  
Asia: India, Nepal, Thailand, Vietnam  
Asia Pacific: Australia

**ADDITIONAL DETAILS:**

Year of birth 1976  
Nationality British  
Languages English (fluent), Spanish (basic), French (basic), Thai (basic)

**REPORTS AND PUBLICATIONS:**

"Gender Based Violence in Guatemala: Input to Policy Dialogue." Centre for International Conflict & Security, Department of Peace Studies, Bradford University, August 2009.

"Effective Collective Governance of Community Based Tourism Projects in Ghana" Open University UK. October 2008.

"Issues and Challenges in Evaluation & Impact Assessment for Multiple-Benefit Payments for Ecosystem Services" FRR, a division of *theIDLgroup* Ltd, with Michael Richards. Aug 2008.

"Eco-friendly Agro-tourism Farmstay Development in San Luis de Pambil: Final Report and Recommendations, CRACYP, Ecuador, December 2007.

"Options Paper on DFID's Role in Addressing UK Government's Commitments on Conflict Resources in W. Africa" *theIDLgroup* Ltd, with Steve Archibald & Camilla Bowry. March 2007.

"Potential Business Development Opportunities and Constraints under EC PHARE, TACIS & CARDS programmes". Birks Sinclair & Associates Ltd. with Matthew Roberts. August 2002.

"Bosnia and Herzegovina: Reforming Systems and Structures of Central and Local Social Policy Regimes: Consolidated Municipal Level Review and Analysis Report, Birks Sinclair & Associates Ltd, with J.S. Birks and P. Newman. May 2002.

**TRAINING COURSES AND CONFERENCES ATTENDED**

- TEFL, Patong International Language School, Phuket. Thailand. 2010
- Tourism, Inequality & Social Justice, CeLTS, University West of England, Bristol, 2008
- Ending Inequality & Social Injustice for Tourism Producers? CeLTS, University West of England, Bristol, 2008
- Biennial Conference of the International Association for Study of the Commons, 2008
- Consultant's Professional Development Programme, *theIDLgroup* Ltd, 2008
- The Art and Skill of Facilitation, *theIDLgroup* Ltd, 2007
- Coaching Skills for Managers, Business West, Bristol, 2005
- Bidding Effectively with the World Bank, UK Dept Trade and Industry, 2005
- USAID Procurement and Contracting Procedures, Washington DC, 2004
- Excelling as a First Time Manager, Skillspath, UK 2004
- Mapping and Modelling Techniques and Negotiation Skills, Open University, 2003