Vacancy No:	**VA/UNSSC/017/2022**
Post Title:	**Change Management Specialist, P4 (TA)**
Organizational Unit:	**UNSSC Knowledge Centre for Leadership and Management**
Duty Station:	**Bonn, Germany**
Duration:	**364 days**
Deadline for applications:	**29 July 2022**

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At the United Nations System Staff College (UNSSC), the paramount consideration in the recruitment and employment of staff is the necessity of securing the highest standards of efficiency, competence and integrity, with due regard to geographic diversity. All employment decisions are made on the basis of qualifications and organizational needs. UNSSC is committed to creating a diverse and inclusive environment of mutual respect. The United Nations recruits and employs staff regardless of gender identity, sexual orientation, race, religious, cultural and ethnic backgrounds or disabilities. Reasonable accommodation for applicants with disabilities may be provided to support participation in the recruitment process when requested and indicated in the application.

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Organizational Context:

The United Nations System Staff College (UNSSC) with its headquarters in Turin, Italy, is the United Nations institution mandated "to serve as a system-wide knowledge management and learning institution, with a view to fostering a cohesive management culture across the United Nations system." In line with its mandate, the College is in a unique position to act as an agent of change for the entirety of the UN system. Personnel are the most important assets of the United Nations system organizations. The Staff College is the only UN entity assigned to design and deliver learning and knowledge interventions for staff that are UN-specific, inter-agency in nature, and able to span the three pillars of the UN's work (Peace & Security, Development and Human Rights).

The College is expected to play a pivotal role in contributing to UN reform, organizational change, the development of a common culture based on effectiveness, expertise and continuous learning through the development, co-ordination and provision of cross-cutting learning programmes which impact on all agencies and staff.

The UNSSC, through its Knowledge Centre for Leadership and Management (KCLM), offers a wide array of well-established leadership and management

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development programmes for staff at all levels, from emerging talent to senior leaders as well as change management expertise

The UN Lab for Organizational Change and Knowledge (UNLOCK) is part of the KCLM and was created to promote a culture of change and innovation across the UN system. Under the auspices of UNLOCK, the Staff College offers a set of interventions designed to connect the entire UN family in the advancement of organizational change and innovation at all levels.

The targeted interventions of KCLM/UNLOCK benefit from the College's unique understanding of the UN system and its shared values, as well as its ability to draw on the insights and data from a broad network of collaborators, in particular UN change managers who are part of the UNLOCK network. UNLOCK is providing change management advisory services, develops capacity building programmes, provides thought leadership through case studies and facilitates the UNLOCK network of UN change practitioners.

Terms of reference:

Reporting to the Senior Manager of KCLM, acting under the overall guidance of the UNLOCK Coordinator and in coordination with other members of the UNLOCK team, the Change Management Specialist is responsible for the following key functions:

1. **Design and delivery of change management services to UN clients**

2. **Design and facilitation of capacity building and knowledge sharing within UN**

In particular, the Change Management Specialist is expected to:

1. **Take active role in design and delivery of change management advisory services** to UN clients focusing on achievement of the following results:

   - Effective project management in engagements

   - Provision of quality consultancy services to UN agencies as required

   - Formulation of consulting proposals and business cases

   - Data collection, research, analysis and presentation of information from diverse sources

   - Organizing and preparing written outputs on behalf of the supervisors or the extended team

   - Facilitating in a participatory approach client's reflection on the

   - Making presentations on assigned topics/activities

   - Development of change management strategies with action plans to be used by clients

   - Provision of guidance to external consultants

- Drafting end of engagement reports following through with engagement clients

2. **Design and facilitation of capacity building and knowledge sharing within UN** focusing on achievement of the following results:

- Coordination, design, delivery and evaluation of learning services in relation to change management for particular client engagements based on thorough needs assessments through desk reviews, surveys, interviews and focus groups.

- Translate client's needs into content guidance for the development of story boards and self-paced modules in the area of change management.

- Synthesis of lessons learnt and best practices in change management

- Develop a toolkit for Managing Change processes in response to client requests

The key results have an impact on the capacity of UN offices to deliver in a seamless manner on their change process and thus ultimately on the organizational effectiveness of the UN based on the establishment of a UN Change Management Community as well as a strong facts-base supported by analytical tools and analysis.

In addition, the results actively contribute to the organizational learning, informed decision making and positive change in the management area through regular analysis of the performance of various UN entities, and of other management data, including monitoring and other tools.

Core Competencies

Planning and organising
- Develops clear goals that are consistent with agreed strategies
- Identifies priority activities and assignments; adjusts priorities as required
- Allocates appropriate amount of time and resources for completing work
- Foresees risks and allows for contingencies when planning
- Monitors and adjusts plans and actions as necessary
- Uses time efficiently

Client orientation
- Considers all those to whom services are provided to be "clients " and seeks to see things from clients' point of view
- Establishes and maintains productive partnerships with clients by gaining their trust and respect
- Identifies clients' needs and matches them to appropriate solutions
- Monitors ongoing developments inside and outside the clients' environment to keep informed and anticipate problems

- Keeps clients informed of progress or setbacks in projects
- Meets timeline for delivery of products or services to client

Creativity
- Actively seeks to improve programmes or services
- Offers new and different options to solve problems or meet client needs
- Promotes and persuades others to consider new ideas
- Takes calculated risks on new and unusual ideas; thinks "outside the box"
- Takes an interest in new ideas and new ways of doing things
- Is not bound by current thinking or traditional approaches

Judgement and decision-making
- Identifies the key issues in a complex situation, and comes to the heart of the problem quickly
- Gathers relevant information before making a decision
- Considers positive and negative impacts of decisions prior to making them
- Takes decisions with an eye to the impact on others and on the Organization
- Proposes a course of action or makes a recommendation based on all available information
- Checks assumptions against facts
- Determines that the actions proposed will satisfy the expressed and underlying needs for the decision
- Makes tough decisions when necessary

Qualifications required

Education: Master's Degree in organizational psychology, business administration, information technology, economics or public administration

Experience:

- Minimum seven years or more of progressively responsible experience is required at the national or international level

- Experience with change management and management consulting is required. Previous exposure to the UN System highly desirable.

- Successful candidates should have experience with team-based management and workshop facilitation. Knowledge of Enterprise Resource Planning (ERP) systems an advantage.

- Advanced proficiency in the usage of computers and office software packages (MS Word, Excel, Power Point, Visio, etc.), knowledge of other software packages (MS Project, Access, etc.) an advantage.

Languages: Fluency in English. Knowledge of French or Spanish is an advantage.

Other skills: Proven networking, team-building, organizational and communication skills.

Submission of applications

The application (in English) should include the following:

- a duly completed, updated and signed P11 form (http://www.unssc.org/sites/unssc.org/files/p11un.doc)
- a motivation letter elaborating in a concise style why you consider yourself qualified for this position; and

Please apply through the online application form available at:

https://www.unssc.org/about/employment-opportunities