

Vacancy No:	IC_002_2025
Post Title:	Senior Change Management Consultant - (see conditions of contract)
Organizational Unit:	UNSSC Knowledge Centre for Leadership and Management (KCLM)
Duty Station:	Bonn, Germany or Home-based
Duration:	Up to a maximum of 180 days in a 12-month period
Deadline for Application:	18 February 2025

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.

Organization Context:

The United Nations System Staff College (UNSSC) is dedicated to serving the learning and knowledge needs of the UN system and partner organizations. We create first-rate learning experiences grounded in the bedrock values of multilateralism and dignity for all enshrined in the UN charter. Participants in our programmes rely on UNSSC to enhance their knowledge and skills across leadership and management, sustainable development, and peace and security. UNSSC is headquartered in Turin, Italy with an office in Bonn, Germany.

The UNSSC, through its Knowledge Centre for Leadership and Management (KCLM), seeks to assist UN entities and their personnel to perform at their highest potential. To this end, it offers a wide array of well-established leadership and management 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 UNSSC 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 provides change management advisory services; develops capacity building programmes; provides thought leadership through case studies; and facilitates the UNLOCK peer network of UN change practitioners.

Responsibilities

Reporting to the UNLOCK Coordinator, the Senior Change Management Consultant 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 Senior Change Management Consultant is expected to:

1. **Take an 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 supervisor(s) or the extended team
 - Facilitating client reflection on the engagement / change project and its progress or components
 - Making presentations on assigned topics/activities
 - Development of change management strategies with action plans to be used by clients
 - Drafting end of engagement reports following through with engagement clients
2. **Design and facilitation of capacity building and knowledge sharing within UN**, with particular attention to:
 - 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.

- Translating client 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

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, ensuring 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.

3. Design and implementation of knowledge products such as surveys, case studies with particular attention to:

- Developing surveys around change management topics
- Running the surveys
- Analysing the data
- Presenting data in form of text or presentations
- Written case studies emerging from UNLOCK work

Required Skills and Experience:

Education: Master's Degree in organizational psychology, business administration, information technology, economics, public administration, process engineering or another related social science is required.

Work Experience:

- Minimum seven years of progressively responsible and relevant professional experience at the national or international level is required.
- Experience with change management and management consulting is required.
- Previous exposure to the UN System highly desirable.
- Certifications in organisational development, systemic coaching or change management highly desirable.
- Successful candidates should have experience with team-based management and workshop facilitation.
- Advanced proficiency in the usage of computers and office software packages (MS Word, Excel, Power Point, Visio, Forms, etc.), knowledge of other software packages (e.g. for facilitation and audience engagement during virtual workshops and training activities) an advantage.
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Language and other skills:

1. **Fluency in English, French and Spanish, verbally as well as in writing** (the individual contractor will work with teams in all three languages);
2. Ease to use the suite of windows applications, Zoom and Teams.
3. Experience with collaboration tools such as Mural and Asana of advantage.
4. Ability to quickly summarize texts, particularly in Spanish and French.

Competencies:

Professionalism: Demonstrates professional competence and mastery of change management processes; Ability to contribute to strategic planning, results-based management and reporting; Ability to contribute to formulation and monitoring of management projects; Solid knowledge in financial resources and human resources management, contract, procurement, information and communication technology, general administration; Ability to lead business process re-engineering, develop analytics tools, implement new systems (business side), and affect positive staff behavioural/attitudinal change; Practical knowledge of interdisciplinary development issues and organizational development issue; Consistently approaches work with energy and a positive, constructive attitude; Remains calm, in control and good humoured even under pressure.

Planning and Organizing: Good organization and co-ordination skills to plan and execute actions in response to changing needs; Ability to advise on issues and priorities related to the team's activities, and to take responsive initiatives; Ability to organize and delegate work and to supervise staff; Ability to design and manage projects effectively.

Communication: Proven ability to speak and write clearly and effectively; Ability to tailor language, tone, style and format to match audience; Ability to listen to others, correctly interpret messages from others and respond appropriately; Proven ability to write proposals, reports, evaluations, etc. in a clear and concise manner; Ability to communicate and make effective oral presentations.

Teamwork: Ability to establish and maintain effective working relations with colleagues and partners with sensitivity and respect for diversity; Demonstrated ability to work collaboratively with colleagues to achieve organizational goals and to place team agenda before personal agenda.; Demonstrates openness to change and ability to manage complexities; Ability to establish and maintain strategic partnerships with a wide range of stakeholders within and outside the organization, working collaboratively with colleagues to achieve organizational goals.

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, focusing on impact and result for the client, and responding positively to feedback; 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.

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>