



**Vacancy No.:** AF\_005\_2019

**Post Title and Level:** Associate Fellow, Change Management Specialist

**Organizational Unit:** UNLOCK, Knowledge Centre for Leadership and Management, UNSSC

**Duty Station:** New York, USA

**Duration:** Until 31 December 2019, Renewable

**Deadline for applications:** 14 July 2019

**UNSSC provides a work environment that reflects the core values: integrity, professionalism and respect for diversity. UNSSC is committed to ensure a work force with balance in gender and geographical distribution. Equally qualified women candidates and candidates from developing countries will be favourably considered.**

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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.

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**Organizational Context:**

The UN Lab for Organizational Change and Knowledge (UNLOCK) is part of the UNSSC Knowledge Centre for Leadership and Management and was created to promote a culture of change and innovation in 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.

Since 2019, the Staff College has strengthened its partnership with the Secretariat of the UN Chief Executives Board, with a view to mutually reinforce their inter-agency and multi-disciplinary efforts, especially in support of the UN Secretary-General's Reforms.



The UNLOCK programme supports transformation and delivers change management services to UN entities through four distinct workstreams. UNLOCK designs and facilitates change management training and learning programmes; provides change management advisory services; authors case studies highlighting change management practices in the UN system and builds and nurtures change management networks across the system. The core project team is located in New York, with offices in Bonn, Germany and operational support in Turin.

### **Responsibilities:**

Reporting to the UNLOCK Coordinator, the Associate Fellow, Change Management Specialist is responsible for the following key functions:

1. Design and delivery of change management training programmes to UN clients
2. Design and delivery of change management advisory engagements
3. Contribute to, support and nurture the established UN change management community and seek ways to expand and strengthen the group
4. Design, develop and disseminate learning and best practice materials in support of change management; focus on contributing to the creation of case studies

In particular, the Associate Fellow, Change Management Specialist is expected to:

#### **1. Design and delivery of change management training programmes to UN clients**

- Perform needs assessment analysis of learning and capacity gaps in the UN system to identify new and revised change management offerings
- Collaborate closely with the UNLOCK Coordinator, Learning Portfolio Managers and other UNSSC colleagues to identify solutions and approaches to existing learning needs; look for effective as well as innovative ways to address them
- Design new change management programmes and customize existing design to fit client needs
- Co-design and collaborate with colleagues in UNSSC, the change management community as well as consultants on designing programmes
- Deliver change management programmes in collaboration with consultants, UNSSC colleagues and partners.
- Collaborate with programme sponsors and clients (e.g. OHR) to coordinate and project manage existing contracts and new development
- Cost programmes and write and manage proposals with clients and UNSSC operations
- Work closely with UNSSC operations to ensure smooth execution of programme costing, contracting and payments related to training
- Ensure learning interventions, participation and evaluation data are properly recorded in the CRM for management and monitoring purposes, and contribute to corporate reporting efforts as required.

#### **2. Design and delivery of change management advisory engagements**

Collaborate with the UNLOCK coordinator and other relevant UNSSC colleagues to design, deliver and manage change management advisory services to UN clients:

- Support the UNLOCK coordinator with writing project proposal, case for change, and costing of advisory services



- Work closely with UNSSC operations to ensure smooth execution of advisory service contracts, including administration, costing, and payments related to the engagement
- Collaborate closely with the UNLOCK team, including consultants where used and work with UN client team on the scoping, contracting, executing and following-up on client engagements
- Perform data collection, research, analysis and prepare presentations of information from diverse sources
- Organize and prepare written outputs as needed in preparation for client engagement
- Facilitate client engagements, present findings and engage in continuous dialogue to push thinking
- Develop action plans and write final analysis and engagement reports and to be used by clients in managing change post engagement.
- Ensure engagements are properly recorded in the CRM for management and monitoring purposes, including clients' feedback data as appropriate on services received, and contribute to corporate reporting efforts as required.

**3. Contribute to, support and nurture the established UN change management community and seek ways to expand and strengthen the group**

- Support the UNLOCK Coordinator in continuously reviewing and evaluating the quality and means to foster engagement of members of the UNLOCK change management community and other key stakeholders in exchanging information, making use of corporate tools and convergence for greater synergy potential whenever possible.
- Facilitate knowledge creation and dissemination processes within the community
- Design and facilitate change management information sessions
- Support partnership building and networking to enrich and stimulate the community
- Ensure members of the network are properly reflected in the CRM for ease of coordination

**4. Design, develop and disseminate learning and best practice materials in support of change management; focus on contributing to the creation of case studies**

- Perform synthesis of lessons learned and best practice in change management
- Identify change management topics relevant for wide audiences in the UN; facilitate the development of tools, templates and posts that can be used by change practitioners and those who have received training and advisory services
- Create concept papers for case studies and contribute to the development and co-creation of change management case studies; collaborate with UN staff, UNLOCK community and consultant as needed to contribute to the writing and dissemination of the case studies

**Competencies:**

**Corporate Competencies:**

- Demonstrates integrity by modelling the UN's values and ethical standards
- Displays cultural, gender, religion, race, nationality and age sensitivity and adaptability
- Treats all people fairly without favoritism

**Functional Competencies:**



### *Knowledge Management and Learning*

- Promotes knowledge management in the UN and a learning environment in the UN through leadership and personal example.
- Practical knowledge of inter-disciplinary development issues and organizational development issues.
- Actively works towards continuing personal learning and development in one or more professional specializations, acts on learning plan and applies newly acquired skills.

### *Development and Operational Effectiveness*

- 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.

### *Management and Leadership*

- Builds strong relationships with clients, focuses on impact and result for the client and responds positively to feedback.
- Consistently approaches work with energy and a positive, constructive attitude.
- Demonstrates openness to change and ability to manage complexities.
- Demonstrates strong oral and written communication skills.
- Remains calm, in control and good humoured even under pressure.

In addition, proven networking, team-building, organizational and communication skills are strongly favored.

### **Education:**

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

### **Work 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.

### **Languages:**

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

### **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>); and



- A motivation letter elaborating in a concise style why you consider yourself qualified for this position.

The application should be submitted preferably by e-mail to [recruitment@unssc.org](mailto:recruitment@unssc.org) with a subject title of "Application for Associate Fellow 005 - Change Management Specialist".

If electronic submission is not possible, hard copy can be mailed or faxed to:

UNSSC Operations  
United Nations System Staff College  
Viale Maestri del Lavoro, 10  
10127 Turin, Italy  
Fax: (+39) 011 65 35 902

**Late submission of application and/or incomplete application will not be considered**