

Role Description

Job title	Change Management Officer
Job Family	Corporate Functions & Administration
Job Sub-Family	Change, Programme & Project Management
Entry grade	FGIV
Role summary	Supports change management for projects. Implements change management strategies to enable stakeholders to adopt change.

Standard Role Duties & Responsibilities	The duties of the role are performed under the supervision, including guidance and support, of temporary staff:
	Support the creation and effective operation of a change enabler network for a pending change;
	Support the preparation for change by assessing the magnitude of change (as is versus to be) and the organisation's change readiness and capacity to absorb change;
	Support and contribute to the co-creation of the Change Management Strategy and plan with the project manager, business sponsor and the project team. Drive the implementation of the Change Management Strategy and Plan;
	Support identification and analysis of change adoption risks and support implementation of countermeasures;
	Support and contribute to the identification and mitigation of resistance. Support stakeholder analysis and the design and implementation of stakeholder management activities;
	Support and contribute to a detailed change impact analysis;
	Propose metrics to measure change adoption and support tracking, reporting and analysis of metrics as well as follow up actions;
	Support the creation and implementation of a communications strategy and plan to ensure meaningful communication with stakeholders, in coordination with the project manager, sponsor and change team;
	Support learning needs analyses as well as design and implementation of training plans to build capability for change, in close collaboration with the project manager, trainers and subject matter experts;
	Pro-actively exchanges change management knowledge and experience with stakeholders and peers.

Role Specific Duties & Responsibilities	The specific tasks of an individual job holder, linked to this role description, are further detailed and referenced in: activities of the organisational entity within which the job holder carries out those tasks; the set of annual performance and development objectives, which are established together with the reporting officer; the requirement to comply with SOPs, WINs, confidentiality undertaking and other documentation relevant to the role and its scope. These will be agreed upon with the reporting officer upon assuming duties.
Managing resources	No management or supervision of resources.
Communication and professional contacts	Required to receive and convey information, orally and/or in writing, of a non-routine nature which needs careful explanation and interpretation e.g. explaining or interpreting policies, systems, processes; dealing with matters of a sensitive nature; formulating responses to more complex enquiries; drafting news items, letters, minutes, reports or presentations. Regular professional contacts with others inside and/or outside the Agency on functional matters. Solicits/gives information, provides advice/guidance and should use initiative. A likely requirement is to influence others' thinking and negotiate with various parties within own job responsibilities. Normally connected to the Agency's core business or a project. In particular, a Change Management Officer: Supports management of stakeholders at all levels inside and outside the agency, directly and through others. Communicates using appropriate techniques and approaches, clearly and consistently in line with the agreed strategy. Be able to convey information clearly and concisely, adjusting style according to purpose and audience. Able to persuade and challenge diplomatically.
Essential requirements Education Experience Skills & knowledge Certificates	Education A level of education which corresponds to completed university studies of at least three years attested by a diploma; Field of study: n/a Experience Up to 3 years of full-time relevant professional experience; Skills & Knowledge Power Point, Word and Excel Communications techniques and étiquette

	Logic and argumentation Certificates n/a
Nice to have Education Experience Skills & knowledge Certificates	Education Degree in communications, (organisational) psychology, human resources management, business administration or similar. Experience Basic communications e.g. newsletters or surveys; Presenting to audiences; Leading workshops; Working in a team; Project management; Coaching; Training; Working in institutional environments Skills & Knowledge N/A Certificates Professional degree or certificates in i) change management, ii) project management, iii) communications, iv) training design and delivery, v) organizational psychology or vi), human resources.

Category	Competency	Proficiency Level
Role Competencies	n/a	
	n/a	
Sub-family Competencies	Managing change and transition	Basic
	Programme and Project Management	Basic
	Applied Knowledge Management	Basic
Grade Competencies	Adaptability and agility	Intermediate

	Coping with Pressures and Setbacks	Intermediate
	Analysing and problem solving	Intermediate
Core Competencies	Ethics and Integrity	Basic
	Team collaboration	Intermediate
	Customer centricity	Intermediate
	Results orientation	Intermediate
	Communication	Intermediate
	Cross-cultural sensitivity	Intermediate
	Continuous learning and self-development	Basic