



Role description

Job title	Change Management Specialist
Job family	Corporate Functions & Administration
Job sub-family	Change, Programme & Project Management
Entry grade	AD06
Role summary	Responsible for change management for projects. Creates and implements change management strategies to enable stakeholders to adopt change.

Standard role duties & responsibilities	Perform duties reserved only for the Temporary Agent contractual category.
	Responsible for the design, creation and effective operation of a change enabler network for a pending change;
	Prepare for change by assessing the magnitude of change (as is versus to be) and the organisation's change readiness and capacity to absorb change;
	Manage 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;
	Lead identification and analysis of change adoption risks and support implementation of countermeasures;
	Identify and mitigate resistance in collaboration with project manager, sponsors and the project team;
	Responsible for the identification and analysis of stakeholders and the design and implementation of stakeholder management activities. Liaise with internal and external stakeholders and in collaboration with project manager, sponsors and managers;
	Responsible for the co-creation of a detailed change impact analysis and determining change management interventions;
	Manage the co-creation of and agreement on metrics to measure change adoption. Responsible for tracking, reporting and analysis of metrics as well as ensuring agreement on follow up actions;



	Responsible for the creation, implementation and tracking of a communications strategy and plan to ensure meaningful communication with stakeholders, in coordination with the project manager, sponsor and change team; Responsible for 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; Structurally exchange change management knowledge and experience with stakeholders and peers. Seeks out new methods, tools and techniques. Applies new insights in projects; Contributes to improving the change management framework; Grow the change management competency of agency staff.
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	Plan most daily work details within given priorities. May have a direct supervision of one or more people performing related work. Work may include a degree of planning and coordination, including small projects.
Communication and professional contacts	Required to regularly communicate (verbally and in writing) information, which requires careful explanation and interpretation, taking into account what to communicate and how best to convey the information. Writing and creating information that is specialist, sensitive, confidential, legal and/or regulatory in nature. 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 Specialist will: Manage stakeholders at all levels inside and outside the agency. Communicates using appropriate techniques and approaches, clearly and consistently in line with the agreed strategy; Facilitates meetings and workshops in support of clear outcomes;

Applies appropriate negotiation and persuasion techniques towards stakeholders;

Translates technical information into logical stories for expert and lay stakeholders.

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

3 years from the time when a university degree was awarded on completion of a minimum of three years of study.

Leading the implementation of change management strategies and the end-to-end change management process, achieving successful adoption of changes by internal and external stakeholders;

Working with diverse teams;

Collaborating with a variety of stakeholder groups across different technical and business fields;

Application of change management tools and techniques within a structured framework.

Skills and Knowledge

Power Point, Word and Excel

Communications techniques and etiquette

Logic and argumentation

Certificates

n/a

Essential requirements
Education
Experience
Skills & knowledge
Certificates

Education

Degree in communications, (organisational) psychology, human resources management, business administration or similar.

Experience

Formal communications including letters, newsletters and surveys;

Presenting to large audiences;

Leading workshops with internal and external stakeholders;

Managing a team;

Project management;

Coaching;

Training;

Nice to have

Education
Experience
Skills & knowledge
Certificates

Working in institutional environments.

Skills and 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
	n/a	n/a
Sub-family competencies	Managing change and transition	Intermediate
	Programme and project management	Intermediate
	Applied knowledge	Intermediate
Grade competencies	Adaptability and agility	Intermediate
	Analysing and problem solving	Intermediate
	Prioritising and organising	Intermediate
Core Competencies	Ethics and integrity	Intermediate
	Team collaboration	Intermediate
	Customer centricity	Intermediate
	Results orientation	Intermediate
	Communication	Intermediate
	Cross-cultural sensitivity	Intermediate
	Continuous learning and self-development	Intermediate