

UN VOLUNTEER DESCRIPTION OF ASSIGNMENT

USAR000151--Change Management and Communications Officer

The United Nations Volunteers (UNV) programme is the UN organization that promotes volunteerism to support peace and development worldwide. Volunteerism can transform the pace and nature of development and it benefits both society at large and the individual volunteer. UNV contributes to peace and development by advocating for volunteerism globally, encouraging partners to integrate volunteerism into development programming, and mobilizing volunteers. In most cultures volunteerism is deeply embedded in long-established, ancient traditions of sharing and support within the communities. In this context, UN Volunteers take part in various forms of volunteerism and play a role in development and peace together with co-workers, host agencies and local communities. In all assignments, UN Volunteers promote volunteerism through their action and conduct. Engaging in volunteer activity can effectively and positively enrich their understanding of local and social realities, as well as create a bridge between themselves and the people in their host community. This will make the time they spend as UN Volunteers even more rewarding and productive.

General Information

Country of Assignment	United States of America
Host Institute	UN Department of Operational Support
Volunteer Category	International Specialist
Number of Volunteer	2
Duration	6 months
Expected Starting Date	01-09-2021
Duty Station	New York [USA]

Assignment Place Remark

Within the delegated authority and under the supervision of the Chief of the Staffing Innovation and Process Improvement Section and the Chief of Team 1 in the Operational Support and Advisory Section, their designated mandated representative(s), and/or other relevant project managers, the UN Volunteer Change Management and Communications Officer will:

- Help project managers make the business case for change, conduct a stakeholder analysis, co-create change visions, facilitate a change impact analysis, and derive from that change management strategies addressing issues and risks to project implementation.
- Guide project managers and team members in the development of engagement strategies to address concerns and co-create solutions to increase the buy-in and sustainability of recruitment, on-boarding, and other staffing and personnel solutions.
- Conduct data analysis to understand trends and identify bottlenecks in business processes using dashboards and detailed data sets.
- Design communications products to encourage use and adoption of new staffing and onboarding tools such as nudging emails, promotional articles, infographics, and short videos.
- Conduct focus groups with clients to better understand the challenges and co-create potential solutions related to the adoption of new staffing and onboarding tools.
- Design and conduct surveys to better understand client behavior and challenges to implementation of change initiatives.
- Develop and implement communications strategies focused on behavioral insights, adoption of new tools, and the business case for change.

- Design and implement new forms of client consultations that capture behavioral insights affecting the pace of change and the achievement of benefits related to change initiatives.
- Help project staff conduct risk analysis and stakeholder mappings to integrate change strategies into their work programmes.
- Design workshops with clients and stakeholders to identify challenges, priorities, prototype business solutions, and refine current tools to address business challenges.
- Work with change agent groups and online communities of practice to communicate new initiatives, answer client queries, and promote opportunities to adopt new processes.
- Develop content that presents examples of change success stories linked to early adopters and turnaround stories from followers using short videos or other appropriate web content.
- Document key lessons learned from the Recruitment Innovation and Onboarding Process Improvement change efforts with a focus on behavioral insights, identifying and overcoming barriers.
- Compile change management tools and contribute to the development of a change management tool kit.
- Design and initiate new ways to communicate with clients and to present change approaches and/or stories to clients.
- Contribute to the design and implementation of virtual workshops aimed at client engagement, prioritization, and prototyping new staffing tools for clients, including field missions.
- Update the recruitment innovation intranet page (ISeek) with communications products
- Produce infographics and other communications materials that focus attention on new staffing tools
- Integrate change management concerns and strategies to overcome them into related guidance and training materials, as appropriate

Furthermore, UN Volunteers are encouraged to integrate the UN Volunteers programme mandate within their assignment and promote voluntary action through engagement with communities in the course of their work. As such, UN Volunteers should dedicate a part of their working time to some of the following suggested activities:

- Strengthen their knowledge and understanding of the concept of volunteerism by reading relevant UNV and external publications and take active part in UNV activities (for instance in events that mark International Volunteer Day).
- Be acquainted with and build on traditional and/or local forms of volunteerism in the host country.
- Provide annual and end of assignment self-reports on UN Volunteer actions, results and opportunities.
- Contribute articles/write-ups on field experiences and submit them for UNV publications/websites, newsletters, press releases, etc.
- Assist with the UNV Buddy Programme for newly arrived UN Volunteers.
- Promote or advise local groups in the use of online volunteering or encourage relevant local individuals and organizations to use the UNV Online Volunteering service whenever technically possible.

Living Conditions

Note on novel coronavirus – COVID-19.

The rapidly changing nature of novel coronavirus COVID-19 has placed significant and increasing restrictions on the freedom of movement of people across the globe, within countries and across borders. Such restrictions make it very difficult for international UN Volunteers to begin their assignments at their assigned duty station and UNV cannot guarantee assignments will proceed as normal. As of 15 June, New York City has lifted most restrictions linked to COVID-19 and the UN Secretary-General has initiated a phased return to the headquarters workplace. The incumbent will be provided with workspace in a flexible and open space office in the UN Secretariat on the same floor as the rest of the teams.

Candidates for international UN Volunteer assignments during this period may be exceptionally granted alternative working arrangements to work from their place of recruitment until restrictions are lifted. This is at the discretion of the host entity. Candidates proceeding to interview are recommended to discuss the likelihood of travel and possible alternative arrangements with the host entity. If selected, candidates should carefully consider the circumstances before accepting UNV's offer.

In cases where the UN Host Entity partner has requested the UN Volunteer to perform their assignment remotely, the Post Adjustment Multiplier (PAM) and related entitlements to be paid may be adjusted to the temporary duty station from where the UN Volunteer has been requested to work if requested by the UN Host Entity.

The UN Volunteer will reside in New York, which is a family duty station. It is a dynamic city with access to a range of public transport, infrastructure, accommodation, and cultural activities.

The cost of living is high. As is the case for UN staff and partners, the volunteer will make their own arrangements for housing and transportation to and from work.

The average monthly Volunteer Living Allowance (VLA) for a Specialist UN Volunteer in the United States in 2018 was \$3,476 per

month (those with dependents will receive more). The average monthly Volunteer Living Allowance (VLA) for a UN Youth Volunteer in the United States in 2018 was \$2,782 per month.

These amounts include a 30 per cent accommodation supplement to offset the high accommodation costs in New York duty station. Candidates are encouraged to consider this when applying.

Assignment Details

Assignment Title Change Management and Communications Officer

Organizational Context & Project Description

The Human Resources Services Division (HRSD) in the Department of Operational Support (DOS) has been developing and implementing several innovation/process improvement initiatives including the recruitment innovation and onboarding process improvement projects as well as projects to modernize human resources management forms/documents and to improve the management of non-staff capacities. The UNV will primarily work with the Staffing Innovation and Process Improvement Section and the Onboarding Process Improvement Project team, reporting to the respective Section Chiefs and/or other designated project managers depending on the change management priorities of the Human Resources Services Division. Staffing Innovation is a flagship initiative in DOS aiming to make the online secretariat recruitment processes faster and easier. Onboarding Process Improvement is another key project aiming at introducing enhancements that make the onboarding process more efficient, transparent and user-friendly. The teams lead change initiatives using user-centered and agile design methods, innovative client consultation and prototyping approaches, and work closely with ICT colleagues and external vendors, as well as clients to co-design, develop, and introduce new tools in the UN Secretariat online staffing and offer management portal (careers.un.org). For recruitment innovation, so far the initiative has reduced the workload on hiring managers by introducing a number of tools that help hiring managers screen, test, and interview candidates more easily. For onboarding, the project has introduced tools for a more streamlined and transparent process that allow HR personnel and candidates to track onboarding cases in real-time and complete offer-related actions online. However, more substantial reductions in recruitment and onboarding timelines and increased user satisfaction are linked to wider adoption of the new tools and achieving behavioral change in the approaches and mindsets of UN administrators and hiring managers. To achieve more significant gains, the team is introducing a dedicated change management and communications initiative. The UNV will play a major role in implementing this new initiative.

Sustainable Development Goals 17. Partnerships For the Goals

Task description

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Results/Expected Outputs

- As an active Staffing Innovation and Process Improvement and Onboarding Process Improvement Project team member, contribute to the delivery of change management by undertaking efficient, timely, responsive, client-friendly, and high-quality support to UN offices, missions, and departments in the global UN secretariat.

Results/Outputs will include:

- Tools and visual aids to help project managers plan for change, identify barriers to change, co-create action plans to overcome change related challenges and to promote success and turnaround stories.
- Data analysis and reports.
- Web and other communication content (short videos, intranet features, social media content, other communication material).
- Tools for managing change, and reports related to the results of client consultations and engagements.
- Training and guidance materials that integrate challenges and related solutions to overcoming barriers to change.
- Age, Gender and Diversity (AGD) perspective is systematically applied, integrated, and documented in all activities throughout the assignment.

- A final statement of achievements towards volunteerism for peace and development during the assignment, such as reporting on the number of volunteers mobilized, activities participated in and capacities developed.
- The development of capacity through coaching, mentoring and formal on-the-job training, when working with (including supervising) national staff or (non-) governmental counter-parts, including Implementing Partners (IPs); • Age, Gender and Diversity (AGD) perspective is systematically applied, integrated and documented in all activities throughout the assignment • A final statement of achievements towards volunteerism for peace and development during the assignment, such as reporting on the number of volunteers mobilized, activities participated in and capacities developed

Qualifications/Requirements

Required Degree Level Master degree or equivalent

Education - Additional Comments

- Advanced higher degree (Master's or equivalent) in a relevant area, such as human resources, communications, business or public administration, data analytics, knowledge management, sociology, anthropology, psychology, or a related area. [A first-level university degree or equivalent in combination with relevant training and/or professional experience may be accepted in lieu of an advanced university degree.](#)

Required experience 24 months

Experience Remark

- At least 2 years of professional work experience at the national and/or international level in public administration, business administration, management consulting, human resources, communications, behavioral science or other relevant areas.

Language

- English (Mandatory) , Level - Fluent

Area of Expertise

- Administration and administrative assistance Optional

Area of Expertise Requirement

- Experience with implementation of process improvement, innovation, change management, and/or behavioral change initiatives is required,
- Experience working in the UN or other international development organization is desirable.
- Certification or training in agile project management methodologies is desirable.
- Certification or training in change management is desirable.
- Experience developing short explainer, how to or promotional videos is desirable.
- Excellent oral and written skills; Experience in preparing written outputs including background papers, analytical notes, reports etc. is desirable.
- Excellent interpersonal skills, including use of innovative client engagement tools such as focus groups, surveys, crowd sourcing, and stakeholder consultations.
- Ability to work effectively in a multicultural team of international and national personnel.
- Solid overall computer literacy, including proficiency in various MS Office applications (Excel, Word, PowerBI, Microsoft Teams etc.) and email/internet; familiarity with data analytics in PowerBI management; and office technology equipment.
- Self-motivated, ability to work with minimum supervision; ability to work with tight deadlines.

Need Driving Licence No

T. +49 (0) 228-815 2000

A. PO Box 260111, 53113 Bonn, Germany

F. +49 (0) 228-815 2001

W. www.unv.org

We are inspiration in action

The United Nations Volunteers (UNV) programme is administered by the United Nations Development Programme (UNDP).

Competencies & Values

- Communication
- Planning and Organizing
- Professionalism
- Working in Teams

Conditions of Service and other information

Condition of Service

[Click here to view Conditions of Service](#)

Conditions of Service for International Specialist:

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The contract lasts for the period indicated above with possibility of extensions subject to availability of funding, operational necessity and satisfactory performance. However, there is no expectation of renewal of the assignment.

A UN Volunteer receives a Volunteer Living Allowance (VLA) which is composed of the Monthly Living Allowance (MLA) and a Family

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Allowance (FA) for those with dependents (maximum three).

The Volunteer Living Allowance (VLA) is paid at the end of each month to cover housing, utilities, transportation, communications and other basic needs. The VLA can be computed by applying the Post-Adjustment Multiplier (PAM) to the VLA base rate of US\$ 1,682. The VLA base rate is a global rate across the world, while the PAM is duty station/country-specific and fluctuates on a monthly basis according to the cost of living. This method ensures that international UN Volunteers have comparable purchasing power at all duty stations irrespective of varying costs of living. The PAM is established by the International Civil Service Commission (ICSC) and is published at the beginning of every month on the ICSC website <http://icsc.un.org>.

For UN Volunteer entitlements, kindly refer to the link <https://vmam.unv.org/calculator/entitlements>

In non-family duty stations that belong to hardship categories D or E, as classified by the ICSC, international UN Volunteers receive a Well-Being Differential (WBD) on a monthly basis.

Furthermore, UN Volunteers are provided a settling-in-grant (SIG) at the start of the assignment (if the volunteer did not reside in the duty station for at least 6 months prior to taking up the assignment) and in the event of a permanent reassignment to another duty station.

UNV provides life, health, permanent disability insurances as well as assignment travel, annual leave, full integration in the UN security framework (including residential security reimbursements).

UN Volunteers are paid Daily Subsistence Allowance at the UN rate for official travels, flight tickets for periodic home visit and for the final repatriation travel (if applicable). Resettlement allowance is paid for satisfactory service at the end of the assignment.

UNV will provide, together with the offer of assignment, a copy of the Conditions of Service, including Code of conduct, to the successful candidate.

Supervision, induction and duty of care of UN Volunteers ([Roles and Responsibilities of Host Entity](#))

UN Volunteers should be provided equal duty of care as extended to all host entity personnel. Host entity support to the UN Volunteer includes, but is not limited to:

- Introductory briefings about the organisation and office-related context including security, emergency procedures, good cultural practice and orientation to the local environment;
- Support with arrival administration including setting-up of bank accounts, residence permit applications and completion of other official processes as required by the host government or host entity;
- Structured guidance, mentoring and coaching by a supervisor including a clear workplan and performance appraisal;
- Access to office space, equipment, IT support and any other systems and tools required to complete the objectives of the assignment including a host entity email address;
- Access to shared host entity corporate knowledge, training and learning;
- Inclusion of the volunteer in emergency procedures such as evacuations;
- Leave management;
- DSA for official travel, when applicable;
- All changes in the Description of Assignment occurring between recruitment and arrival or during the assignment need to be formalized with the United Nations Volunteer Programme;

- Investigate misconduct: sharing reports with the UNV;

- Provide emergency assistance, e.g. the death of volunteer or medical evacuation, in collaboration with UNV. Accept letters of guarantees or potential liabilities for covering medical costs not claimable under medical insurance in extraordinary situations (e.g. isolation facilities` services during pandemics).

Application Code USAR000151-10166

Application procedure

If you have not yet registered in the UNV Talent pool, please apply by registering your profile at <https://vmam.unv.org/candidate/signup>.

Important: Once you have created your UNV account by validating your email address, please complete all sections of your profile.

Go to 'My Page' section of your profile, click on the 'Special Calls' hyperlink and select the special call you would like to apply.

If you are registered in the UNV database, please update your profile at <https://vmam.unv.org/candidate/profile> Go to 'My Page' section of your profile, click on the 'Special Calls' hyperlink and select the special call you would like to apply.

Application deadline: 06-08-2021

Disclaimer

United Nations Volunteers is an equal opportunity programme which welcomes applications from qualified professionals.

doa.apply_url <https://vmam.unv.org/candidate/show-doa/VVNBUjAwMDE1MQ==>

Disclaimer

United Nations Volunteers is an equal opportunity programme which welcomes applications from qualified professionals. We are committed to achieving diversity in terms of gender, nationality and culture.