**Open to Internal and External Candidates**

<table>
<thead>
<tr>
<th><strong>Position Title</strong></th>
<th><strong>Change Management Assistant (Intranet Focal)</strong></th>
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<tr>
<td><strong>Duty Station</strong></td>
<td>Manila (Global) Administrative Centre (MAC)</td>
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<td><strong>Classification</strong></td>
<td>General Service/G-4</td>
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<tr>
<td><strong>Type of Appointment</strong></td>
<td>Fixed term, one year with possibility of extension</td>
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<tr>
<td><strong>Estimated Start Date</strong></td>
<td>As soon as possible</td>
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<tr>
<td><strong>Closing Date</strong></td>
<td>08 August 2019</td>
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Established in 1951, IOM is a Related Organization of the United Nations, and as the leading UN agency in the field of migration, works closely with governmental, intergovernmental and non-governmental partners. IOM is dedicated to promoting humane and orderly migration for the benefit of all. It does so by providing services and advice to governments and migrants.

IOM is committed to a diverse and inclusive environment. Internal and external candidates are eligible to apply to this vacancy. For the purpose of the vacancy, internal candidates are considered as first-tier candidates.

**Context:**
Under the direct supervision of the Change Management Coordinator and the overall supervision of the PMP Head, the successful candidate will be contributing to activities related to internal communication, particularly focusing on, though not limited to, the Intranet as a key medium of communication for staff within the Organization.

**Core Functions / Responsibilities:**
- Support change management activities for ICT projects (e.g., developing, designing and disseminating awareness raising materials/communication to promote ICT products chiefly through the Intranet as an internal communication vehicle).
- Assist in raising awareness of ICT’s initiatives and products through various channels, including the Intranet; is the Intranet focal for ICT, responsible for ensuring that its contents are up-to-date by coordinating with relevant ICT staff.
- Constantly find ways to improve internal collaboration and communication over the Intranet and other platforms: conduct internal surveys, research on Intranet features which may be applicable to IOM Intranet, etc.
- Contribute to raising awareness of the role and value of the Intranet as an internal communication tool: keep the Intranet focal engaged through a series of webinars, Yammer posts, FAQs, etc. and conduct twice-a-year webinar trainings on the DMS and Intranet maintenance.
• Assist in the day-to-day maintenance of the Intranet; ensuring that contents within it are current, liaising with Intranet focals on at least a quarterly basis to ensure that the content of the thematics that these focals represent are up-to-date.
• Review the existing user guides on Intranet content maintenance at least once a year; update these as soon as new deployments that change/add Intranet features of the Intranet are done.
• Monitor and maintain Intranet issues and enhancements register; Provide Tier 1 and Tier 2 support to users on the DMS and the Intranet; Assist SharePoint Technical team (Tier 3) in addressing raised tickets in relation to web page layouts, templates, changes in web parts.
• Provide input to current and subsequent Intranet redesign initiatives.
• Perform such other duties as may be assigned.

Required Qualifications and Experience

Education
• University degree in Information Technology, Business Administration, Social Sciences, Media and Communication, Publishing, Journalism, Marketing or a related field from an accredited academic institution, with two years of relevant professional experience in media production and/or communication, publishing or journalism; or
• Completed High school degree from an accredited academic institution, with four years of relevant professional experience;
• Change Management training an advantage.

Experience
• Relevant experience in media production and/or communication, publishing or journalism.
• Demonstrated experience in the application of change management activities (e.g., awareness raising, sponsorship building, capacity/knowledge building, reinforcement, benefits realization) an advantage.
• Excellent analytical skills and attention to detail.
• Excellent verbal and written communication skills and the ability to interact professionally with a diverse group, executives, managers, and subject matter experts.
• Demonstrated skills in publication design and layout.

Languages
Fluency in English is required. Working knowledge of French and/or Spanish an advantage.

Required Competencies

Values
• Inclusion and respect for diversity: respects and promotes individual and cultural differences; encourages diversity and inclusion wherever possible.
• Integrity and transparency: maintains high ethical standards and acts in a manner consistent with organizational principles/rules and standards of conduct.
• Professionalism: demonstrates ability to work in a composed, competent and committed manner and exercises careful judgment in meeting day-to-day challenges.

Core Competencies – behavioural indicators level 1
• Teamwork: develops and promotes effective collaboration within and across units to achieve shared goals and optimize results.
• **Delivering results:** produces and delivers quality results in a service-oriented and timely manner; is action oriented and committed to achieving agreed outcomes.

• **Managing and sharing knowledge:** continuously seeks to learn, share knowledge and innovate.

• **Accountability:** takes ownership for achieving the Organization’s priorities and assumes responsibility for own action and delegated work.

• **Communication:** encourages and contributes to clear and open communication; explains complex matters in an informative, inspiring and motivational way.

**How to apply:**
In order for an application to be considered valid, IOM will only accept applications which should include a cover letter (not more than one page) and résumé highlighting the required education and experience or a duly completed IOM Personal History Form. To access the form, please visit [https://www.iom.int/sites/default/files/vacancy/MAC/iom-personal-history-form1.xlsx](https://www.iom.int/sites/default/files/vacancy/MAC/iom-personal-history-form1.xlsx)

Interested applicants may send their applications to [machrsupport@iom.int](mailto:machrsupport@iom.int) no later than **08 August 2019**. VN Number and Position Title (**VN 049/2019 – Change Management Assistant (Intranet Focal)**) should be specified in the SUBJECT field.

Applications from qualified female candidates are especially encouraged.

Only short-listed candidates will be invited for an interview.

**Posting period:**
From 25.07.2019 to 08.08.2019