

## INTERNATIONAL CONTENT MANAGEMENT CONSULTANT

---

<b>Location :</b>	New York, USA
<b>Vacancy Type :</b>	
<b>Application Deadline :</b>	10 July 2013
<b>Additional Category</b>	Management
<b>Type of Contract :</b>	Individual Contract
<b>Post Level :</b>	International Consultant
<b>Languages Required :</b>	English
<b>Starting Date :</b> (date when the selected candidate is expected to start)	24 July 2013
<b>Expected Duration of Assignment :</b>	60 working days

### **Background**

The United Nations Development Programme (UNDP) is the global development network of the United Nations system that is on the ground in 177 countries, with its Headquarters in New York, USA. The Bureau of Management is a central Bureau of UNDP Headquarters that deals with the development of corporate strategies, policies, tools and systems in the key management areas of human resources, finance and administration, budget, procurement, information and communications technology, legal, security, management consulting, and multi-partner trust funds. Drawing on sound analytics and a risk-management approach, BoM supports UNDP in the achievement of development results through management advice, innovative business solutions and other corporate services in operations management in line with evolving needs and expectations of development partners and international best practices. BoM also oversees policy adherence in operations management, safeguarding UNDP's accountability vis-à-vis United Nations Member States and other relevant partners.

The Directorate of the Bureau of Management (BoM) consists of a small team advising and supporting the Assistant Administrator/Director and Deputy Directors of BoM on a wide range of management issues with significant corporate implications. The Directorate is also responsible for integrating and coordinating activities of 9 BoM Units. The revamping of Programme and Operations Policies and procedures (POPP) in key management areas so as to support UNDP Country Offices and Regional Bureaus meet their business needs, is a key initiative of the Directorate. The POPP is available at <https://info.undp.org/global/popp/Pages/default.aspx>.

### **Scope of Work**

Under the supervision of the POPP Enhancement Project Manager, and close collaboration with Management Consulting Team and with UNDP Bureau of Management Office Content Owners

as needed, the Consultant will provide technical expertise in developing and implementing an action plan to revise Operations Prescriptive Content (Policies and Procedures).

The consultant will:

- Undertake qualitative and quantitative analysis of operations prescriptive content in line with international best practices.
- Review existing UNDP concept proposals to enhance the structure and style of prescriptive content and make any additional recommendations.
- In consultation with BOM Content Owners/Authors develop a rollout plan to implement an enhanced structure and simplification of prescriptive content.
- Support the Project Management Team in strategy, coordination and implementation of the roll out plan.
- Provide training and simplified and illustrated training materials for BOM Content owners on the revision of Content.
- Assess current governance structure and make recommendation on quality assurance to ensure maintenance of adopted standards, coherence and archiving of retired content.

### **Deliverables**

- Conduct an analysis of the current POPP and present an Analysis report on qualitative and quantitative aspects of the operations prescriptive content in line with international best practices.
- Recommendations on existing concept proposals to enhance the structure and style of prescriptive content.
- Roll-out plan to implement an enhanced structure and simplification of prescriptive content.
- Training of the Content Owners and development of the appropriate training materials.
- Recommendations on current governance structure and quality assurance to ensure maintenance of adopted standards, coherence and archiving of retired content.
- Report on process adopted in delivering the outputs, including issues raised, challenges, solutions adopted.

### **Competencies**

The span of influence will require the consultant to work effectively across the Project Board, Team and BOM Offices, the Executive Office and other stakeholders, as needed. The incumbent needs to understand and effectively operate in a highly complex environment from project start to completion, managing variables.

- Ability to gather information and provide analysis from different stakeholders to achieve common results.
- Ability to translate strategic thinking and innovative ideas into practical operational recommendations.
- Working in a demand-driven environment, motivated by a willingness to respond rapidly and effectively to the needs.
- Strong analytical, judgmental skills.

- Technical knowledge in the areas of content management and excellent drafting skills on policies and procedures.
- Use initiative to deliver required outputs and planned results.
- Excellent communications.
- Independent assessment and integrity.

#### **Corporate Competencies:**

- Demonstrates integrity by modeling the UN's values and ethical standards;
- Promotes the vision, mission, and strategic goals of UNDP;
- Displays cultural, gender, religion, race, nationality and age sensitivity and adaptability;
- Treats all people fairly without favoritism.

#### **Management Competencies:**

##### **Judgment/Decision-making**

- Good judgment and initiative, imagination and resourcefulness, energy and tact;
- Ability to ensure an effective work structure to maximize productivity and achieve the goals and objectives of the UNDP.

##### **Leadership:**

- Strong managerial and leadership skills;
- Demonstrated flexibility in leadership by performing and/or overseeing the analysis of complex human resources, procurement, financial and administrative management policies;
- Proven record of building and managing teams and creating an enabling environment;
- Ability to effectively lead, supervise, mentor and transfer knowledge/skills.

##### **Managing Performance:**

- Ability to establish priorities and to plan, coordinate and monitor work of others;
- Ability to make timely decisions;
- Ability to coach, mentor, motivate and develop staff and encourage good performance.

##### **Task Management:**

- Plans, prioritizes and delivers a variety of tasks on time;
- Exercises sound judgment/analysis;
- Develops creative risk management solutions;
- Is able to operate and function at a senior level.

##### **Building Trust:**

- Reputation for dealing honestly and openly with issues and staff;
- Recognized and respected by peers, clients and staff.

#### **Core Values and Ethics:**

- Demonstrate cultural sensitivity and commitment to the principles of respecting in the workplace a climate of diversity;
- Support the organizations corporate goals and values;
- Comply with UNDP Rules and Procedures and code of conduct;
- Demonstrate a high degree of integrity.

#### **Teamwork:**

- Build effective client relationships and partnerships, both within and outside the organization;
- Display excellent interpersonal skills;
- Building and sharing knowledge;
- Provides guidance and support to others;
- Make valuable practice contributions to the BOM Offices

#### **Communication:**

- Excellent oral and written communication skills;
- Listens actively and responds effectively.

#### **Academic Qualifications:**

- Master degree or equivalent in Financial Management, Business Administration, Law, Communications, or related field.

#### **Experience:**

- Minimum of 7 years of management experience in providing advisory services on operational and/or change management processes at the international level.
- Experience in enhancement of content management systems.
- Experience on revision of policies and procedures desirable.
- Experience and knowledge of the UN system is desirable and familiarity with UNDP procedures is, in particular, highly desirable

#### **Language Requirements**

- Excellent oral and written skills in English
- French and Spanish are highly desirable

#### **Facilities Provided by UNDP:**

- Office space and communication, as applicable.

### **Financial Proposal:**

Shortlisted candidates will be asked to submit a financial proposal that indicates the all-inclusive fixed total contract price, supported by a breakdown of costs. If the Offeror is employed by an organization/company/institution, and he/she expects his/her employer to charge a management fee in the process of releasing him/her to UNDP under a Reimbursable Loan Agreement (RLA), the Offeror must indicate at this point, and ensure that all such costs are duly incorporated in the financial proposal submitted to UNDP. **NOTE:** The lump sum amount must be all-inclusive (e.g., solely professional fees, ticket cost and allowances, taxes, insurances, transportation, communications, consumables, etc.). The contract price is fixed regardless of changes in the cost components.

### **EVALUATION PROCESS:**

#### **Shortlisting Criteria:**

- Advanced degree or equivalent in Financial Management, Business Administration, Law, Communications, or related field is essential;
- Minimum of 7 years of management experience in providing advisory services on operational and/or change management processes at the international level.
- Experience in enhancement of content management systems.
- Experience on revision of policies and procedures desirable.
- Knowledge of the UN system is desirable and familiarity with UNDP procedures is, in particular, highly desirable;
- Proven team building and leadership skills;
- Advanced computer skills are required; knowledge of SharePoint server is desirable.
- Fluency in written and spoken English is essential;
- Knowledge of other UN official languages is an asset.

#### **Interview:**

The contract will be awarded to the candidate who received the highest score out of a pre-determined set of weighted technical and financial criteria: Technical Criteria weight: 70% + Financial Criteria weight: 30%. Individual consultants will be evaluated based on Cumulative analysis. When using this weighted scoring method, the award of the contract shall be made to the individual Consultant whose offer has been evaluated and determined as:

- Responsive/compliant/acceptable, and
- Having received the highest score out of a pre-determined set of weighted technical and financial criteria specific to the solicitation.

Technical Criteria weight: 70%

Financial Criteria weight: 30%

Only candidates obtaining a minimum of 70% (490 points) of the total obtainable technical points would be considered for the Financial Evaluation. The pre-determined questions to be asked during the interview would be in line with the below Criteria.

Criteria	Weight	Max Point
Motivation	10%	100
Technical knowledge	20%	200
Experience as set out in TOR	40%	400
Financial offer	30%	300

All interested applicants should submit the following requirements. The following documents must be merged in one standalone file including all them, since the online application submission does only permit to upload one file per application. Incomplete submission can be a ground for disqualification.

- Brief expression of interest: a brief narrative on why you think you are qualified to undertake the consultancy including your approach and methodology to achieve the deliverables under the assignment.
- **Personal CV** indicating all past experience from similar projects, as well as current email and telephone contacts and at least three (3) professional references;

Please view the Individual Consultant General Terms and Conditions (for Individuals/Free Lancers who will sign the UNDP contract on behalf of themselves) or the Reimbursable Loan Agreement (for Individuals who will be represented on behalf of a company).

Incomplete applications or applications received after the closing date will not be given consideration. Please note that only applicants who are shorted-listed will be contacted.

**All applications must be submitted through the UNDP Jobs Website. To apply, please visit**

**<http://jobs.undp.org/>**