

Title	Funding Code –	Type of engagement	Duty Station:
Change Manager Consultant		<input checked="" type="checkbox"/> Consultant <input type="checkbox"/> Individual Contractor	Kingston

BACKGROUND

As part of the transformation effort in improving the quality of education in Jamaica, the Ministry of Education is in the process of implementing an Enterprise Schools Management System (ESMS) to allow for the capture and processing all information relevant to school administration. It is envisaged that the final solution will facilitate communication, administering and monitoring the affairs of students, teachers, parents, principals, and support staff in Government owned schools nationally. Through the ESMS, data will be captured on approximately 600,000 students and over 700,000 parents or guardians.

The Government of Jamaica has also added to its portfolio since April 2016, the National Identification System (NIDS) as a high priority project. The Project is mandated to design and implement a unique identification number for individuals to assert and verify their identity. The OPM and participating entities will establish a secure, efficient and reliable, database of all Jamaican citizens, legal residents and will allow for improved access to Government services and programmes.

As a consequence, The Ministry of Education presents one of the best opportunities through which the NIDS can be rolled out capturing over 50% of the Jamaican population. The school management system developed allows for the performance of each student to be tracked and monitored through the provision of a unique identifier (UI). The identifier is not unlike what is proposed for the national identification system and in fact the UI is structured such that the fields should be compatible with the NIDS. This in addition to a structured and captive target population of 600,000 to which the NIN can be assigned. The intent therefore is to use this opportunity to integrate the NIN web services in the ESMS to verify all students and receive event changes whenever they occurs. This will be a huge step in the right direction for the digital administration of education in Jamaica.

It is also timely that the Ministry will be undertaking a review of its systems as this will not only assist in consolidating and strengthening all its solutions developed over time into a single management information system but will ensure that these systems are ready to facilitate identity verification once the NIDS web services framework is ready.

The Change Manager will be tasked with the responsibility of guiding and effecting the necessary process and changes needed in the Moey as it undertakes this digital transformation.

The UNICEF funded MOEY School to Work for the Change Manager to put plans in place and assist in the transition of schools to electronic system making the data available to the schools and MOEY on a timely basis for decision making and changes to improve the school and individual student performance.

Scope of work:

Under the guidance of UNICEF and, the Consultant will work in collaboration with UNICEF, the MOEY EMIS Implementation Team

1. Responsibilities:

- Develop and implement change management strategies and plans for IT systems implementation.
- Identify stakeholders affected by the change and assess their readiness for change.

- Conduct impact assessments to identify potential risks, issues, and dependencies related to the implementation.
- Develop and execute a communication plan to keep stakeholders informed about the upcoming changes, their impact, and benefits.
- Work closely with project teams to identify and address change management needs, ensuring alignment with project goals.
- Develop and deliver training programs and materials to support end-users in adapting to the new IT systems.
- Create and implement a feedback mechanism to gather input, address concerns, and continuously improve the change management process.
- Monitor and evaluate the effectiveness of change management activities, providing regular progress reports to project stakeholders.
- Mitigate resistance to change by anticipating and addressing potential barriers, engaging stakeholders, and promoting the benefits of the IT systems implementation.
- Collaborate with cross-functional teams to ensure integration and alignment of change management activities with other project streams.
- Stay up to date with industry best practices and emerging trends in change management and IT systems implementation.

Budget Year: 2022-23	Requesting Section/Issuing Office: Programme/Kingston Jamaica	Reasons why consultancy cannot be done by staff: Technical expertise not available in the office
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Child Safeguarding

Is this project/assignment considered as “[Elevated Risk Role](#)” from a child safeguarding perspective?

YES NO If YES, check all that apply:

Direct contact role YES NO

If yes, please indicate the number of hours/months of direct interpersonal contact with children, or work in their immediately physical proximity, with limited supervision by a more senior member of personnel:

1-2 months maybe 2 – 4 hours a week

Child data role YES NO

If yes, please indicate the number of hours/months of manipulating or transmitting personal-identifiable information of children (name, national ID, location data, photos):

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sourcing:

National International Both

Consultant selection method:

Competitive Selection (Roster)

Competitive Selection (Advertisement/Desk Review/Interview)

Request for:

New SSA

Extension/ Amendment

If Extension, Justification for extension:

Supervisor:

Education Specialist

Start Date:

1stSeptember 2023

End Date:

8th December 2023

Number of Days (working)

Work Assignment Overview			
Tasks/Milestone:	Deliverables/Outputs:	Timeline	Payment
Review existing materials and work with Implementation Team	1. Change Management Plan	3 weeks	10%
Work with the Ministry to create Change Management Work group.	1. Work Group Created and Sensitized 2. Regular Working Meetings Established. 3. Timeframe for Activities agreed	18 weeks	60%
Establish Central Depository for all Change Management Documentation	1. Central storage holding all documentation on Change Management Initiatives.	2 weeks	
Knowledge Transfer Final report	Ministry Appointed Change Manager handover	5 weeks	30%

Key Deliverables			
<ul style="list-style-type: none"> a. Approved Change Management Plan b. Changed Management Schedule c. Change Management Team with Roles and Responsibilities d. Status Reports e. Transition Plan – Transition to MOEY Change Manager 			
Estimated Consultancy fee			
Travel International (if applicable)	N/A		
Travel Local (please include travel plan)	To be included in the financial proposal		
DSA (if applicable)			
Total estimated consultancy costs¹			
Minimum Qualifications required: <input type="checkbox"/> Bachelors <input checked="" type="checkbox"/> Masters <input type="checkbox"/> PhD <input type="checkbox"/> Other An advanced university degree in one of the following fields: Special Education, Education.		Knowledge/Expertise/Skills required: 3. Required Skills and Qualifications: <ul style="list-style-type: none"> • Strong understanding of change management principles, methodologies, and tools. • At least 5 years experience in managing change initiatives in the context of IT systems implementation. • Excellent communication and interpersonal skills to effectively engage and influence stakeholders at all levels. • Ability to assess and manage risks and issues associated with change. • Proficiency in developing and delivering training programs and materials. • Analytical and problem-solving skills to identify potential obstacles and develop appropriate solutions. • Project management knowledge to coordinate change management activities with overall project timelines and deliverables. • Flexibility and adaptability to navigate through ambiguity and handle changing priorities. • Knowledge of IT systems and technologies, preferably in the specific domain of implementation. 	

	<ul style="list-style-type: none"> • Continuous learning mindset to keep pace with evolving technologies and practices. <p>Fluency in English (oral and written) is required</p>
Administrative details: Visa assistance required: <input type="checkbox"/> Transportation arranged by the office: <input type="checkbox"/>	<input checked="" type="checkbox"/> Home Based <input type="checkbox"/> Office Based: If office based, seating arrangement identified: <input type="checkbox"/> IT and Communication equipment required: <input type="checkbox"/> Internet access required: <input type="checkbox"/>
Request Authorised by Section Head	Request Verified by HR:
<p><i>Approval of Chief of Operations (if Operations):</i> _____ <i>Approval of Deputy Representative (if Programme)</i> _____</p> <p><i>Representative (in case of single sourcing/or if not listed in Annual Workplan)</i></p> <p>_____</p>	

ⁱ Costs indicated are estimated. Final rate shall follow the “best value for money” principle, i.e., achieving the desired outcome at the lowest possible fee. Consultants will be asked to stipulate all-inclusive fees, including lump sum travel and subsistence costs, as applicable.

Payment of professional fees will be based on submission of agreed deliverables. UNICEF reserves the right to withhold payment in case the deliverables submitted are not up to the required standard or in case of delays in submitting the deliverables on the part of the consultant

HOW TO APPLY

To apply, **click** on the Apply link found either at the beginning or at the end.

Candidates will need to submit:

- 1) a cover letter,
- 2) Short technical proposal of 3 pages
- 3) Financial proposal
- 4) CV that includes 3 relevant references.

In case of doubts please send your comments to Charlene [Buckley cbuckley@unicef.org](mailto:cbuckley@unicef.org) at least 3 working days before the deadline.