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**JOB DESCRIPTION**

**JOB TITLE: Change Manager -**

**REPORTS TO: Country Director**

## Expected Start Date: March 2018

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## Context

WWF Tanzania is in the process of establishing itself as a strong and influential Country Office as part of the WWF Organization Development process to become a more powerful Global Conservation Organization. The desired outcome of this process of strengthening and empowerment is that WWF Tanzania will have a bigger impact in solving major environmental challenges faced by the country during a time of anticipated economic growth fueled largely by extractive industries (oil, gas and minerals) and agricultural development, and characterized by unsustainable levels of poaching of high value wildlife species in places of high biological diversity.

As part of the WWF Tanzania change process, we have completed a review of our conservation focus and strategy, the Change Manager will have to develop the Organization Change Objectives and reviewed the Operations with the goal of increasing efficiency and effectiveness, embrace culture change, business practices and way of working to improve the delivery of impact-driven conservation results. The Strategic Plan 2016-2020 has been approved as part of this change process and its successful implementation will be critical in delivering the desired transformative Conservation Change.

**Key Roles**

To design and facilitating the TCO change process; S/he shall support the Senior Management Team (SMT) and the internal Change Team (CT) to facilitate the development and implementation of a change process with clearly articulated milestones, timelines, and accountabilities - which will enable WWF Tanzania achieve its strategic goals.

The Change Manager will take the lead in incorporating the above elements into the WWF Tanzania Change implementation plan. S/he will be guided by the SMT and CT, with the Country Director as the Sponsor for this work. A critical role of the Change Manager will be to use a range of tools and techniques to foster positive staff engagement and collective visioning throughout the process.

**Roles & Responsibilities:**

* Reassess, actualize, and improve the existing Change Plan to ensure meaningful outputs and outcomes, clear indicators on how change will be measured, and develop a structured approach for implementation. The Change Plan will require a phased implementation over two years and will include transitioning processes, changes to organizational governance, staff competencies and job descriptions, and requisite organizational capacity to deliver on this change.
* Design and initiate a structured process for WWF Tanzania leadership to manage the organizational changes being envisioned.
* In collaboration with the Human Resources Manager, conduct job evaluation, skills assessment, competency modelling, review of current job descriptions, job grading and remuneration to match the requirements of the Country Strategic Plan.
* Develop Country Workforce Planning and transition recommendations that may include improving existing skills, updating performance standards and processes, succession planning, recruitment, or restructuring.
* Evaluate status and conduct readiness assessments for improving operational efficiencies (including changes to processes, systems & technology) and work with departmental leads (including Country Director, COO, Human Resources, Operations, Finance, and Conservation Program) to develop SMART objectives and plans to implement recommended changes.
* Develop and facilitate team building activities that foster greater cohesion, staff engagement and buy-in to the strategic plan and corresponding change process.
* Put in place an internal Communications plan to share information on the change management process.
* Develop a monitoring and evaluation process for the transition plan based on the identification of key performance measures (i.e., what will change and by when) to ensure learning at the strategic and operational levels and appropriate adaptive management.
* Monitor and measure Key Performance Indicators (KPIs) affected by change, identifying change impact and what it will mean for the organization.
* Develop and implement an organizational culture change plan that will ensure key organizational changes are embedded in the new culture for sustainability.

**Key Performance Indicators:**

* Change plan - including outcomes, delivery process and Monitoring and Evaluation process
* Change capacity assessment, including capacity of staff to deliver and engage in change processes
* Workforce plan developed, approved by SMT, incorporated into Change Plan, and initiated.
* Assessment of operational efficiency and effective coordination between departments conducted and recommendations incorporated into Change Plan and initiated.
* Staff are engaged and providing constructive input through change awareness workshops and other team building exercises.
* An internal communications plan and mechanisms are established and functioning.
* Actualize approved structure by positioning right people to the right roles to strengthen the organizational capacity to deliver the new strategic plan.
* Monitoring and Evaluation tracking tool to measure the progress of the change plan.
* Detailed bi-monthly reports on progress and regular SMT briefings to address key questions and issues.
* Risk Assessment and Mitigation Strategy for the change process

**Required Qualifications:**

* Master’s Degree in Business Administration from relevant field with a post graduate certificate in Organizational Change & Development management or similar certification
* A proven organizational change specialist with 10 years of experience of which 5 should be in organizational change management; who can demonstrate ability to lead and provide advice and guidance on managing and delivering change
* Must have proven project management skills able to design, implement, monitor, review and deduce lessons especially in relation to organization development
* Must possess proven influencing skills and ability to constructively challenge ideas, navigate complex issues with excellent communication, written, presentation and facilitation skills
* Must be able to work effectively and maintain strong working relationships at all levels of the organization, vertically and horizontally; and demonstrate strong analytic and decision making abilities.
* Ability to influence and align others and move toward a common vision or goal.
* Must be team player with strong interpersonal skills, and ability to work independently and effectively under pressure and on strict deadlines and in a multi-cultural setting

**Working Relationships**

* ***Internal*:**  Interacts and works closely and on a regular basis with Change Team, Finance, Operations & HR staff in all TCO offices, as well as with all Tanzania Country Office staff. Coordinates and interacts as appropriate with all staff members, WWF ROA, WWF International, and other WWF offices.
* ***External*:** Interacts as required with governmental institutions, donors, and other stakeholders, in collaboration with the Country Director as appropriate.
* **This job description covers the main tasks and conveys the spirit of the sort of tasks that are anticipated proactively from staff. Other tasks may be assigned as necessary according to organizational needs**.

Prepared by POD Manager \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_

Approved by Country Director \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_

Accepted by Staff member: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_