

REQUEST FOR EXPRESSIONS OF INTEREST

“ADOPTION AND CHANGE MANAGEMENT CONSULTANT”

AFRICAN DEVELOPMENT BANK
Avenue Joseph Anoma, 01 B.P. 1387, Abidjan, CÔTE D'IVOIRE
Corporate IT Services Department (TCIS)
E-mail: IT_Recruitment@AFDB.ORG

1. The African Development Bank hereby invites Individual Consultants to indicate their interest in the following Assignment: **Adoption and Change Management Consultant.**
2. The **Corporate IT Services Department (TCIS)** is looking for the services of an Adoption and Change Management Consultant to support its internal and external outreach work.

The Adoption and Change Management (ACM) expert will provide guidance and strategies to change the way employees work so that the Bank can realize business value from its various IT projects.

The consultant's duties will include the following:

- Establish and execute Change Management Plans to create business awareness, desire, knowledge, ability and reinforcement to the changes and adoption of the new solutions throughout the project management life cycle.
- Liaise with Project Managers, Team Leads and Stakeholders to analyze the expected changes and their impacts so that communication can be made to the business and users in advance as well as agree on the change schedules and modalities.
- Manage the adoption of new solutions to be the business by using Change Management models such as ADKAR (Awareness, Desire, Knowledge, Ability and Reinforcement).
- In collaboration with Project Managers, create and implement a Communication Plan before, during and after the changes and deployment of new IT Services.
- Identify the training and coaching needs as well as deployment priorities. Create and execute the training and deployment plan in collaboration with Project Managers or Team Leads.
- In collaboration with Project Managers and Team Leads, identify areas of resistance to adoption of new services and put in place communication and Resistance Management Plan.
- Accelerate the digital transformation through cultural and organization changes management.
- Enhance a culture of service excellence, agility, and innovation through communication.
- Create KPIs to measure the adoption of new services as well as using running surveys about customer satisfaction and experience.

3. REQUIRED SKILLS AND QUALIFICATIONS:

- At least Master's degree in Change Management, Communications, Information Management, Marketing, Journalism, or Information Knowledge Management.
 - Minimum of 5 years of relevant professional experience in change management, communications in the Information and communications technology field gained with similar multinational, major private or public institutions.
 - Knowledge on Customer Relationship Management, Account Management on IT, Change Management Frameworks (ADKAR, etc) will be added advantage.
 - Ability to think strategically and rapidly analyze diverse information from various sources.
 - Experience using digital and social media to stimulate conversations with user community, develop strategies to position across different means of communications.
 - Ability to work in a team and in a multicultural environment.
 - Significant experience in Communications Strategy, Planning, and Execution and in-depth proficiency at a level sufficient to assist, consult, or lead others in the planning, development, and execution of communications strategies for complex projects.
 - Client Orientation - Maintains client relationships in the face of conflicting demands or directions and provides evidence-based advice and solutions based on sound diagnosis and knowledge.
 - Strong ability to see newsworthy stories quickly and easily.
 - Experience in creating engaging social media assets and image editing.
 - Good understanding of the issues relating to Human Resources and Corporate Services management in an international arena.
 - Ability to analyze complex information quickly and simply for audiences.
 - Good political and personal judgment.
4. The **Corporate IT Services Department (TCIS)** invites Individual Consultants to indicate their interest in providing the above-described services. Interested Consultants shall provide information on their qualifications and experience demonstrating their ability to undertake this Assignment (**documents, reference to similar services, experience in similar assignments, etc.**).
5. The eligibility criteria, the establishment of a short list and the selection procedures shall be in conformity with the Bank's procedures for the acquisition of consulting services funded by the administrative or capital expenditure. Please, note that interest expressed by a Consultant does not imply any obligation on the part of the Bank to include him/her in the shortlist.
6. The duration of services is **12 months**, and the estimated starting date is **01 June 2023**.
7. The work will be carried out at the Bank's Headquarters in Abidjan, Cote d'Ivoire. Any travel or working from home will be subject to the Bank's approval.

8. Interested Individual Consultants may obtain further information at the address below during the Bank’s working hours: from 08:00 to 17:00 hours, Abidjan Local Time.
9. Expressions of interest must be received by email at the address below no later than **Friday, 21 April 2023 at 17:00 hours, Abidjan local time** and specifically mentioning “**Expression of Interest – Adoption and Change Management Consultant**”.

For the attention of: **IT Recruitment Team**
African Development Bank
Corporate IT Services Department (TCIS)
Avenue Joseph Anoma, 01 B.P. 1387,
Abidjan, CÔTE d'IVOIRE
Email : IT_Recruitment@AFDB.ORG

10. ESTABLISHMENT OF THE SHORT LIST

A shortlist of three to six individual consultants will be established at the end the request of expressions of interest. The consultants on the shortlist will be judged on the following criteria on the basis of their updated resume.

Level of education in general	20%
Educational level compared to the field of mission	20%
Years of experience in general	20%
Number of years of experience relevant to the mission	40%