**CQS - TERMS OF REFERENCE FOR**

**093-2023-GAVI-CQS**

**Digital workplace change manager**

**Background and Introduction**

Gavi Alliance’s (“**Gavi**”) mission is to save children’s lives and protect people’s health by increasing access to immunisation in poor countries.

Gavi is a unique organisation that aligns public and private resources in a global effort to create greater access to the benefits of immunisation. It does this with precision and in creative, innovative ways to ensure that donor contributions efficiently save lives and help build self-sufficiency in the world’s poorest communities and regions.

For more information, please visit the Gavi website: <http://www.gavi.org/about/mission>

1. **CQS Timelines:**

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| --- | --- | --- |
| Procurement Activity | Responsible Party | Due Date (Estimated) |
| CQS Issue Date | Gavi | 10 / 05 / 2023 |
| Quotes submission deadline (CET) | Bidder | 24 / 05 / 2023 |
| Estimated Contract Start Date | Gavi | 19 / 06 / 2023 |

1. **Background and Purpose**

The purpose of this CQS 093-2023-GAVI-CQS Digital workplace change manager is to strategize, coordinate and deliver change management activities.

1. **Scope of work**

Specific duties and responsibilities of the Digital workplace change manager include:

* Develop and implement a change management plan for the Microsoft 365 implementation, including communication plans, training plans, and adoption metrics.

* Work with stakeholders across the organization to identify and address any concerns or resistance to the Microsoft 365 implementation.

* Develop training materials and conduct training & coaching sessions to educate end-users on Microsoft 365 features and capabilities.
* Monitor and report on adoption metrics to identify areas for improvement and adjust change management strategies as needed.
* Provide ongoing support to end-users and address any issues or questions related to the Microsoft 365 implementation.
* Collaborate with the project team to ensure change management practices are integrated into the overall project plan.
* Collaborate with the other digital workplace teams (cyber security and data analytics) to integrate key message and training as one voice.
* Create and federate a community of champion.

* Create regular engagement content on Gavi communication channels and social network.

**Note: The essential functions listed in this section are not exhaustive of the job responsibilities; other duties may be assigned consistently with the department needs.**

1. **Location:** Geneva **or remote nearshore**
2. **Qualifications and work experience required:**

* Bachelor's degree in business, communications, change management, or a related field.
* 3+ years of experience in change management, preferably with technology implementations.
* Change management training and/or certification (Prosci) is desirable.
* Strong project management skills and experience working with cross-functional teams.
* Excellent communication and interpersonal skills, with the ability to communicate complex concepts to a variety of audiences.
* Strong problem-solving and analytical skills, with the ability to identify issues and develop solutions.
* Proficient in Microsoft 365 applications, including Teams, Yammer, SharePoint, and OneDrive.
* Experience with Agile development methodologies.
* Experience in community creation and management.

1. **Duration of assignment:**

* 12 Monthsspread over the period 19/06/2023 to 19/06/2024.

1. **CQS Documents and Statements checklist**

| Document Checklist | | | |
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|  | Cover Letter which includes:   * Name and address of the Service Provider * Name, title, telephone number, and e-mail address of the person authorized to commit the Service Provider to a contract * Name, title, telephone number, and e-mail address of the person to be contacted regarding the content of the proposal, if different from above * A signature of this letter done by a duly authorized representative of your company | | |
|  | Technical Proposal  All files are of the accepted type (PDF or MS Office applications). |  | Financial Proposal using the template below |

|  |  |
| --- | --- |
| **Please tick the box if any potential conflict of interest exists** |  |

If you wish to apply, please visit our Careers webpage and apply by sending your application to procurement@gavi.org with the title “093-2023-GAVI-CQS- Digital workplace change manager” before the closing date of 24 May 2023.