Classified Job Descriptions

Job Description Type:	Specific Job Description	Region:	MENA
Category:	IP (International Professionals)	Country:	Djibouti
Reason for Classification:	Establishment of a new post	Duty Station:	Djibouti
Level:	P-2	Office:	Representative
Title:	People and Culture Officer	Section:	
Title Information in Parenthesis:	Organizational Culture and Change	Unit:	
CCOG Code:	1A06	Case Number:	DJI27009
UNICEF Code:	HRE	Post Number:	Not yet provided by DFAM
Classified by:	Natalia Paquin	Classified Date:	11/9/2026

Organizational Context:

UNICEF Djibouti implements a multi-sector country programme through close collaboration among programme and operations functions and with government, civil society, United Nations entities and development partners. As a comparatively small Country Office, its effectiveness depends on agility, collective ownership, effective communication and the capacity to retain and share institutional knowledge.

The office includes colleagues working from Djibouti and Tadjourah and operates in a multicultural environment. Inclusive participation, equitable access to information and learning, and collaboration across locations are therefore important elements of organizational effectiveness and staff experience.

Organizational culture, psychological safety, staff engagement and organizational learning are mutually reinforcing. Practical systems for listening, learning, documenting decisions, sharing knowledge and following through on organizational actions help strengthen trust, accountability, continuity and performance.

The People and Culture Officer (Organizational Culture and Change) supports office-wide initiatives that promote an inclusive and respectful culture, strengthen staff engagement, accompany organizational change, improve knowledge management and support continuous learning. The post complements, but does not replace, the responsibilities of managers, transactional human resources services and formal employee-relations mechanisms.

Purpose of the Job:

Under the direct supervision of the Representative, the People and Culture Officer (Organizational Culture and Change), P-2, provides strategic professional technical and operational support to strengthen organizational culture, employee engagement, organizational learning, change management and organizational effectiveness across UNICEF Djibouti.

The incumbent supports the preparation, implementation, monitoring and documentation of office-wide culture and change initiatives; facilitates inclusive staff engagement and organizational learning processes; strengthens practical knowledge-management arrangements; and prepares evidence and briefing products that

support leadership and managerial follow-up. The Officer works with aggregated and institutional information and does not manage individual personnel cases.

Key functions, accountabilities and related duties/tasks:

Summary of key functions/accountabilities:
1. Organizational culture and employee engagement
2. Organizational change and continuous improvement
3. Knowledge management and organizational learning
4. Leadership support, data and organizational effectiveness

The incumbent provides strategic, professional technical and operational support to strengthen organizational culture, employee engagement, organizational learning, change management and organizational effectiveness across the office.

Duties include:

1. Organizational culture and employee engagement
- Support the design and implementation of office-wide initiatives that promote UNICEF values, inclusive and respectful workplace behaviours, collaboration and belonging.
- Support staff engagement and listening mechanisms, including consultations, pulse checks, structured feedback and dialogue sessions, ensuring accessibility for colleagues across office locations.
- Consolidate and analyze aggregated feedback, identify recurring themes and prepare practical recommendations for management consideration.
- Prepare clear internal communication, awareness and learning materials on organizational culture, inclusion, respectful behaviours and psychological safety.
- Support engagement events and participatory processes while maintaining confidentiality, neutrality and appropriate referral boundaries.

2. Organizational change and continuous improvement
- Support change planning, stakeholder mapping, communication and engagement activities for agreed organizational improvement initiatives.
- Maintain implementation plans, milestone trackers, risk logs and follow-up records for assigned change workstreams.
- Support managers in sequencing communication, consultation, implementation and learning activities in a coherent and inclusive manner.
- Identify implementation bottlenecks, document lessons and bring issues requiring decision to the appropriate management level.
- Facilitate after-action reviews, retrospectives and continuous-improvement exercises and track agreed follow-up actions.

3. Knowledge management and organizational learning
- Support systems and practices for capturing, organizing and retrieving key institutional knowledge, decisions, guidance, templates and lessons.
- Develop and maintain onboarding, induction, handover and transition resources for priority office processes and roles.
- Facilitate knowledge-sharing sessions, peer learning, communities of practice and cross-functional learning activities.
- Support information architecture and document-management practices on authorized UNICEF collaboration platforms.
- Document lessons learned, good practices and practical process improvements and support their dissemination and reuse.

4. Leadership support, data and organizational effectiveness
- Support the collection, consolidation and analysis of aggregated organizational culture, engagement and learning information from authorized sources.
- Prepare concise briefing notes, presentations, dashboards and management summaries on culture, change and organizational effectiveness.
- Support Country Management Team reflection and follow-up on agreed organizational improvement priorities.

- Contribute to initiatives that strengthen supervisor capability, team collaboration, meeting effectiveness and cross-functional ways of working.
- Coordinate with relevant regional and global People and Culture colleagues to access technical guidance, learning resources and good practices.

Impact of Results:

The efficiency and efficacy of support provided by the People and Culture Officer (Organizational Culture and Change) strengthens UNICEF Djibouti's ability to deliver:

I. A more inclusive, respectful and high-performing workplace, with staff engagement and culture initiatives that help leadership and teams understand organizational strengths, recurring challenges and practical opportunities for improvement.
II. Stronger communication, participation, implementation discipline and learning through structured support to organizational change and continuous improvement.
III. Institutional memory preserved through improved knowledge-management practices that support onboarding and handovers and reduce the loss or fragmentation of key organizational knowledge.
IV. Stronger collaboration across programme and operations functions and office locations, improved use of aggregated feedback and learning in management decisions, and more consistent follow-through on agreed organizational actions.

By strengthening the enabling environment in which staff work, the position supports programme effectiveness and more sustainable results for children.

Competencies and level of proficiency required:

Core Values:
Care
Respect
Integrity
Trust
Accountability
Sustainability

Core Competencies:
Nurtures, Leads and Manages People (1)
Demonstrates Self Awareness and Ethical Awareness (2)
Works Collaboratively with others (2)
Builds and Maintains Partnerships (2)
Innovates and Embraces Change (2)
Thinks and Acts Strategically (2)
Drive to achieve impactful results (2)
Manages ambiguity and complexity (2)

Recruitment Qualifications:

Education requirement: A university degree in organizational development, organizational psychology, human resources management, behavioural or social sciences, communications, knowledge management, business administration or another relevant field is required.

An advanced university degree in a relevant field is an asset.

Experience required: A minimum of two (2) years of relevant professional experience in organizational development, organizational culture, change management, human resources, employee engagement, knowledge management, learning and development, internal communication or related work is required.

Knowledge of organizational development, organizational culture, employee engagement, change management, organizational learning or related fields is required.
Ability to collect, synthesize and analyze qualitative and quantitative information and translate findings into practical recommendations is required.
Strong facilitation, writing, planning and organizational skills is required.
Ability to communicate effectively in a diverse organization, adapting language, tone, style and format to the audience is required.

	Sound judgement, discretion and respect for confidentiality and appropriate referral boundaries is required. Proficiency in digital collaboration, knowledge-management and presentation tools is required. Experience in facilitation, stakeholder engagement, staff surveys, organizational learning, knowledge repositories or organizational-change initiatives is an asset. Experience in a multicultural environment, the United Nations system or another international development organization is an asset. Language requirements: Fluency in French is required. Knowledge of English is highly desirable. Knowledge of another official United Nations language (Arabic, Chinese, Russian or Spanish), particularly Arabic, is an asset.
Is this role a Representative, Deputy Representative, Chief of Field Office, the most senior Child Protection role in the office, Child Safeguarding Focal Point, or Investigator (OIAI)?:	No
Is this post a Direct contact role in which incumbent will be in contact with children either face-to-face, or by remote communication, but the communication will not be moderated and relayed by another person?:	No
Is this post a Child Data role in which incumbent will be manipulating or transmitting personal-identifiable information on children such as names, national ID, location data, or photos)?:	No
The selected candidate for this position will be required to engage with vulnerable children:	No
Competencies and level of proficiency required:	
Recruitment Qualifications:	

Attachments:
Approbation of JDs Classification.pdf
P_C Proposed Org_Chart_UNICEF Djibouti PBR 2026.pdf
SJD-People and Culture Officer (Organizational Culture and Change) P2-Level 2.docx

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