Terms of Reference for Temporary Appointment

TA – Knowledge Management Specialist, P-3, seven months (Parental Leave Cover), Planning, Monitoring, Data & Analytics, ECAMENA Regional Office, Amman, Jordan

Background:

UNICEF works to protect the rights and well-being of every child. The ECAMENA Regional Office supports Country Offices across a diverse region through strategic leadership, programme oversight, knowledge and foresight, regional coordination, partnerships, and organizational learning.

The Planning, Monitoring, Data & Analytics function supports evidence-informed planning, monitoring, reporting, child-rights monitoring, research, foresight, and knowledge management. During a seven-month parental leave cover period, the Knowledge Management/Programme Specialist will ensure continuity in priority management, coordination, change-management, and knowledge-management functions.

Purpose:

Under the supervision of the Regional Chief of Planning, Monitoring & Data Analytics (P-5), the incumbent will ensure that the Chief receives timely executive and programme support; that preparation and follow-up for key regional management mechanisms, including Regional Management Team (RMT) meetings and Deputy Representatives Operations & Programmes meetings (DROPS), are effectively coordinated; that change management processes and engagement with Centres of Excellence (CoEs) are supported; and that essential knowledge-management, learning, and institutional-memory functions are maintained.

The assignment is designed to safeguard continuity, follow-through, and coherence during the parental leave cover period. It requires strong judgement, discretion, organization, drafting and facilitation skills, and the ability to work across functions and offices in a fast-moving regional environment.

Responsibilities and Tasks:

1. Executive and programme support to the Regional Chief
    - Provide high-quality coordination, analytical, drafting, and follow-up support on the Chief's priority management and programme responsibilities.
    - Prepare concise briefs, agendas, talking points, presentations, background notes, decision records, correspondence, and other materials for internal and external engagements.
    - Maintain an overview of priorities, deadlines, decisions, and commitments; proactively flag risks, dependencies, and actions requiring the Chief's attention.
    - Coordinate inputs from Regional Office sections, Country Offices, CoEs, and other stakeholders, ensuring timely consolidation and quality assurance.
2. Regional management and coordination mechanisms
    - Coordinate the planning and delivery of Regional Management Team meetings and DROPS meetings, including forward planning, agenda development, consultation with chairs and presenters, documentation, and logistics coordination.

- Prepare meeting packages and ensure materials are strategic, concise, complete, and issued on time.
- Capture decisions, key messages, action points, responsible focal points, and timelines, and maintain a practical follow-up tracker.
- Support clear communication of agreed actions and monitor implementation, escalating delays or issues as appropriate.

3. Change management and engagement with Centres of Excellence

- Support the Chief in coordinating priority change-management processes linked to the evolving
- ECAMENA regional architecture and ways of working.
- Facilitate structured engagement with CoEs, Regional Office sections, and Country Offices to clarify roles, interfaces, deliverables, and collaboration arrangements.
- Develop and maintain change-management workplans, stakeholder maps, action trackers, briefing materials, consultation records, and progress updates.
- Organize consultations, workshops, and reflection sessions; synthesize feedback and translate agreed directions into practical next steps.
  Identify implementation risks, bottlenecks, and knowledge gaps and propose pragmatic mitigation measures.

4. Knowledge management, learning, and institutional continuity

- Maintain priority knowledge repositories, collaboration spaces, and shared resources so that key records, guidance, decisions, and products are organized, current, searchable, and accessible. Capture
- and curate lessons learned, good practices, case studies, decision records, and transitionrelated knowledge from regional and country-level processes.
- Support peer learning, communities of practice, webinars, knowledge exchanges, and other mechanisms that connect colleagues and enable reuse of experience.
- Package knowledge and evidence into concise, audience-appropriate briefs, summaries, learning notes, presentations, and thematic collections.
- Strengthen institutional memory through disciplined filing, documentation, handover, and continuity arrangements.

5. Programme coordination, monitoring, and reporting

- Contribute to work planning, progress monitoring, reporting, and quality assurance for selected PMDA and cross-regional priorities assigned by the Chief.
- Track agreed outputs and milestones, coordinate contributions, and prepare concise status updates for management review.
- Support joined-up working across planning, monitoring, data, research, foresight, knowledge management, and related operational functions.
- Undertake other related duties assigned by the supervisor within the scope of the temporary appointment.

Expected deliverables during the seven-month appointment

- RMT and DROPS meetings supported through complete, timely meeting packages, decision records, and regularly updated action trackers.
- Priority executive briefs, talking points, presentations, correspondence, and consolidated inputs delivered to the required standard and timeline.
- A maintained change-management workplan and progress tracker, with documented consultations and follow-up actions involving CoEs and relevant offices.
- Priority knowledge platforms and repositories kept current, with key records and products consistently organized and accessible.
- Selected lessons, good practices, and learning products captured and disseminated, with continuity and handover materials completed before the end of the appointment.

Minimum Qualifications and Competencies

Education: An advanced university degree in knowledge management, social sciences, public policy, development studies, business or public administration, organizational development, communications, international relations, or another relevant field is required.

Experience: A minimum of five years of progressively responsible professional experience in programme coordination, knowledge management, organizational learning, change management, executive support, planning, or a related field is required. Relevant experience should include several of the following: support

- to senior management, including preparation of briefs, talking points, presentations, correspondence, and decision-ready materials;
- coordination of senior-level meetings, consultations, or governance mechanisms, including action tracking and follow-up;
- management of complex, cross-functional workplans and contributions from multiple stakeholders; support to organizational change, transition, restructuring, or new ways of working; knowledge
- capture, institutional-memory processes, learning products, repositories, and digital collaboration platforms such as SharePoint;
- facilitation of consultations, workshops, peer learning, communities of practice, or knowledge exchanges; and strong drafting, synthesis, quality-assurance, and presentation skills.
- Experience in UNICEF, another UN agency, or an international development organization, particularly in a regional or multi-country environment, is highly desirable. Familiarity with Centres of Excellence or comparable networked delivery models is an asset.

Technical Skills: Strong interpersonal and coordination skills, with a demonstrated ability to engage diverse stakeholders and facilitate collaboration, prioritize competing demands, exercise sound judgement and discretion, synthesize complex information, produce high-quality written materials under tight deadlines, and use Microsoft 365 collaboration and knowledge-management tools effectively. Practical skills in using AIenabled tools for drafting, information synthesis, and knowledge management.

Language Requirements: Fluency in written and spoken English is required. Knowledge of another official UN language, particularly Arabic, French or Russian, is an asset.

Skills: Strong drafting and synthesis skills; Senior-level meeting coordination; Knowledge management; Change management; Stakeholder engagement and facilitation; Microsoft 365/SharePoint and AI-enabled tools

Desirables: UNICEF/UN experience; Regional or multi-country experience; Arabic; French; Russian

Competency Profile:

Core Values (Required)

- CareBuilds and maintains
- RespectDemonstrates self-
- Integrity Drive to achieve
- TrustInnovates and AccountabilityManages
- SustainabilityThinks and

Core Competencies (Required)

- partnerships
- awareness and ethical awareness
- results for impact
- embraces change
- ambiguity and complexity
- acts strategically