



FRAMEWORK CONVENTION ON CLIMATE CHANGE - Secretariat
CONVENTION - CADRE SUR LES CHANGEMENTS CLIMATIQUES - Secrétariat

VACANCY ANNOUNCEMENT
INFORMATION SERVICES (IS) PROGRAMME
Knowledge Management Unit

VACANCY ANNOUNCEMENT NO:	VA 09/074/IS
PUBLICATION/TRANSMISSION DATE:	17 November 2009
DEADLINE FOR APPLICATION	16 December 2009
TITLE AND GRADE:	Chief, Knowledge Management Unit
POST NUMBER:	FCA-2943-P4-001
INDICATIVE ANNUAL SALARY:	US\$ 64,521 to 71,369 net (without dependents) US\$ 69,287 to 76,823 net (with dependents) (plus variable post adjustment, currently 65.6 of net salary) plus other UN benefits and pension fund
DURATION OF APPOINTMENT:	One and a half years, with possibility of extension
DUTY STATION:	Bonn, Germany
EXPECTED DATE FOR ENTRY ON DUTY	as soon as possible

Background

The United Nations Framework Convention on Climate Change (UNFCCC) is the focus of the political process to address Climate Change. The Convention secretariat is supporting the Convention and its Kyoto Protocol by a range of activities, including substantive and organizational support to meetings of the Parties.

Information Services (IS) ensures that Information and Communication Technology (ICT), Knowledge Management (KM), and Communications and Media Relations (CMR) services are in place to assist Parties and the UNFCCC secretariat in managing and disseminating information.

Responsibilities

The Chief, Knowledge Management Unit (KM), is responsible for the delivery of knowledge management services, in-line with the secretariat's strategic objectives, covering content management, collaboration techniques and tools, records management, library and Intranet. In addition, the Chief, KM, is responsible for defining the requirements for the underlying information systems supporting these KM services, and ensures a constant review, expansion and improvement of these systems according to organizational requirements. In particular the incumbent will:

1. Develop the vision and strategy for knowledge management at the UNFCCC secretariat; plan, develop, implement, monitor and evaluate the secretariat's knowledge management policies, practices, services and systems to support the Parties and the secretariat. Lead the evaluation of secretariat needs and its priorities and design the scope and architecture of services. Draft and present background papers, issue papers, analyses, sections of reports and studies, develop solutions and present options. Foster a knowledge-sharing environment within the secretariat and with external stakeholders.

/...

2. Manage the unit's financial and staff resources. Manage operational and project budgets. Develop cost proposals for contracted services; evaluate proposals; manage contracts; liaise with internal and external stakeholders. Provide professional leadership and work direction to project team members and staff. Supervise staff. Coordinate projects with other UN organizations, intergovernmental bodies, donors and other agencies.
3. Design, develop and direct content, communication and collaboration services for use by secretariat staff to support efficient and productive knowledge work. Ensure that organization of content makes it easy to find information and facilitates knowledge-sharing and internal communication. Provide instructions and guidelines. Create a plan for the delivery of services, and establish and monitor measurable goals. Conduct information and training sessions.
4. Design, develop and manage library services for the secretariat and interested parties. Manage the library, documentation center and its services. Identify and manage material to be acquired; maintain bibliographic databases; organize and control cataloguing. Conduct information and training sessions.
5. Design, develop and manage records management services for the secretariat. Conduct records management needs analyses, feasibility studies and project plans for all secretariat official documents and operational records. Establish records management standards and best practices for all secretariat programmes.
6. Assess, identifies the needs and develops functional requirements for knowledge management systems and technical infrastructure, including content management, collaboration techniques and tools, records management, library system and Intranet. Ensure the requirements are aligned with KM strategic objectives and broader organizational needs. Represent the functional requirements to internal design discussions and to external service providers, including support to ensure delivery of system functionality against requirements. Provide leadership on introducing innovation to improve knowledge management services and provide input on related ICT policies and procedures.
7. Organize internal events to share information or experiences. Keep abreast of developments in the field and determine the need for testing and evaluating new products and processes such as enhanced library awareness series. Provide leadership on introducing organizational change to improve knowledge management support of secretariat goals, and provide input on knowledge management aspects of HR policies and procedures.
8. Represent the Information Services programme on various secretariat committees and represent the secretariat on inter-agency committees and task forces including the UN's Knowledge Sharing and Information Management Group.
9. Perform other related duties.

Requirements

- Advanced university degree (Masters or equivalent) in information science, knowledge management, organizational studies, professional management or related field. A combination of relevant academic qualifications and extensive experience may be accepted in lieu of the advanced degree. Related professional certifications or specialized training in project management, content management or records management are an asset.
- At least seven (7) years of progressively responsible experience at the national level in the public or private sector in information/knowledge and/or records management. At least three (3) years of related experience at the international level.
- Fluency in written and spoken English. Working knowledge of another UN language would be an asset.

Evaluation criteria

Professionalism:

- In-depth knowledge of and extensive experience in knowledge management systems design, development, management, and implementation;
- Conceptual and strategic analytical capacity to understand decentralized knowledge management systems and business operational issues so as to thoroughly analyze and evaluate critical strategic and operational matters;
- Thorough knowledge of different types of organizational information infrastructures and ICT strategies.

Communication:

- Communicate effectively as a spokesperson for knowledge management, internally and externally;
- The capacity to draft clear concise high quality documentation relating to knowledge management;
- Ability to express complex concepts in language suitable for non-technical audiences.

Client Orientation:

- Demonstrated ability to assess complex user information requirements and develop systems, processes and applications to address business needs.

Technological awareness:

- Good conceptual understanding of technology in the workplace and ability to use relevant software and other applications and equipment relevant to the post.

Planning and Organizing:

- Ability to coordinate the work of others, to work to tight deadlines, and handle multiple concurrent projects and activities.

Teamwork:

- Excellent interpersonal skills and ability to establish and maintain effective working relations in a multi-cultural, multi-ethnic environment with sensitivity and respect for diversity.

To apply

Candidates whose qualifications and experience match the requirements for this position, please use the on-line application system available at <http://unfccc.int/secretariat/employment/recruitment> by clicking on the “apply” link next to the vacancy announcement.

Please note:

1. **Qualified women candidates and candidates from developing countries are especially encouraged to apply.**
2. **Service is limited to the UNFCCC Secretariat**
3. **We will confirm receipt of your application. However, only candidates under serious consideration and contacted for an interview will receive notice of the final outcome of the selection process.**