



Announcement for Consultancy
Consultant for the NDC Partnership on Membership Systems
Means of Implementation Division
Capacity-building Subdivision
(NDC Partnership Support Unit)

Deadline for application	Announcement number	Expected date for entry on duty	Duration of appointment	Duty Station
14 June 2021 23:59 hrs CET	21/CON07/MOI	16 August 2021	One year	Bonn, Germany

Publication date: 31 May 2021

The United Nations Framework Convention on Climate Change (UNFCCC) is the focus of the political process to address Climate Change. The UNFCCC secretariat supports the Convention, its Kyoto Protocol and the historic Paris Agreement through a range of activities, including substantive and organizational support to meetings of the Parties and the implementation of commitments. It is a dynamic organization working in a politically challenging environment to help resolve one of the defining environmental issues of our time.

The Means of Implementation (MOI) Division supports the mobilization of financial resources, international cooperation on technology development and transfer and capacity building to enable enhanced action by Parties related to climate change.

Background

The NDC Partnership is a global coalition of countries and institutions collaborating to drive transformational climate action through sustainable development. Our member countries engage through their ministries of finance or planning as well as environment, to ensure that climate action is integrated into development priorities. Over 120 partners mobilize technical assistance and financing support through shared, government-owned plans to drive mitigation, adaptation and economic recovery action in line with the country's sustainable development goals.

Supported by funds received from the government of Germany, the secretariat is collaborating with the NDC Partnership Support Unit, including by supporting the hiring of consultants to facilitate the NDC Partnership work.

Purpose

The NDC Partnership works through a country-driven approach. The NDCP Support Unit facilitates the interaction between partners and countries requesting support.

The consultant for Membership Systems will support membership and systems management of the NDC Partnership Support Unit. The consultant will play an important role in supporting the Partnership's global membership, the build out and maintenance of a membership database (CRM), and the technical systems the Partnership relies on for collaboration.



What will you be doing

Under the supervision and guidance of UNFCCC secretariat and the NDC Partnership SU's Management Team, the consultant will provide essential support to the Head of Outreach and Governance and Head of Knowledge Management in the coordination with members, the Partnership's CRM, and its technical systems.

Membership Coordination (30%)

- Liaise with countries and institutions to coordinate the Partnership's membership journey from initial point of contact through onboarding, using adaptive templates and project management tools;
- Coordinate input from the Outreach and Governance team to understand the history of the potential member's engagement with the Partnership and potential sensitivities;
- Administer membership input to the Partnership's membership database (CRM); and
- Responsible of monitoring the main entry point for membership queries, and draft and coordinate responses in a timely manner.

CRM (membership database) administration and training (45%)

- Coordinate the build out of the Partnership's Salesforce instance, including external and internal project teams, vendor coordination, status calls, feature tests, feedback, and deliverable reviews;
- Support the current development of the Partnership's CRM, including data entry and approval of edits;
- Design and implement incremental improvements of the CRM based on user feedback and needs;
- Provide ongoing training on the CRM including the introducing of system and process improvements;
- Liaise with CRM users to ensure highest quality of data; and
- Coordinate with contractors to manage data entry as necessary.

Systems Support (25%)

- Support the management of the Partnership's SharePoint (SP) sites, advising on overall use and structure, and help keep folders and documents organized and easily accessible, including flagging concerns to folder owners, monitoring who has administrative access, troubleshooting with the team, building out new features;
- Monitor the Partnership's MS Teams, building new features to improve efficiencies across the team and encouraging uptake through regular engagement with the team;



- Provide oversight for the Partnership's Dropbox account, advising on overall strategy and structure and ensuring adequate subscriptions and licenses for appropriate team use;
- Propose system improvements, refine processes, coordinate roll out across the team and provide ongoing training (e.g., develop easily accessible training materials, quick tips to share with the SU etc.); and
- Manage internal administrative email accounts and subscriptions.

Output

Output	Date	Performance indicators
Monthly report of activities detailing progress regarding the tasks described above to support membership coordination; CRM administration and training, and system support of the NDC Partnership.	First report due September 16, 2021 and thereafter monthly until the end of the contract on August 15, 2022.	Quality of output and timeliness

Timeframe

Expected date for entry on duty: 16 August 2021 until 15 August 2022 (12 months full-time).
Payment is to be made on a monthly basis following submission and clearance of the monthly report.

Duty station and places of travel

Duty station: Bonn, Germany.
The consultant is not required to travel.

What are we looking for

Educational Background

Required: Advanced university degree (Master's degree or equivalent) in Business Administration, International Business, Non-profit administration or a related field. A combination of relevant academic qualifications and an additional two years of experience at the professional level may be accepted in lieu of an advanced degree;

Experience and Job-related skills

Required:

- Minimum 3 years full time relevant professional experience;
- Technical experience working in a multi-technology environment, including project management tools, Salesforce, MS Office and SharePoint;



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- Technical consulting experience with systems administration.

Asset:

- Experience with automation, testing, feature review and bug repairs;
- Experience in project coordination;
- Experience supporting Salesforce instances;
- Highly organized, assertive and detail-oriented;
- Ability to effectively and efficiently plan, organize and manage workload and projects, set priorities, meet deadlines, solve a range of problems independently;
- Ability to be flexible and work independently or in a team environment;
- Professional and hands-on demeanour, superior people skills and ability to maintain confidentiality;
- International experience and experience working with multicultural teams.

Language skills

Required: Strong written and verbal communication skills in English.

How to apply:

Candidates, whose qualifications and experience match what we are looking for, should use the online application system available at <http://unfccc.int/secretariat/employment/recruitment>

Please note:

1. UNFCCC is committed to diversity and inclusion within its workforce, and encourages all candidates, irrespective of gender, nationality, religious and ethnic backgrounds, including persons with disabilities to apply to become part of the organization.
2. 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.