



MINISTRY OF FINANCE, PLANNING AND ECONOMIC DEVELOPMENT

Trade National Single Window System Project

POST DESCRIPTION	
Job Title	Change Management and Capacity Building Specialist
Class and Salary Scale	PS 3
Salary Scale	Salary is Negotiable plus other benefits of PS 3 category as specified in the Management Services Circular No. 01/2019 dated March 05, 2019
SUMMARY OF THE JOB :	
<p>The Government of Sri Lanka has decided to establish a Trade National Single Window System, as a national priority project to facilitate international trade flows by bringing all Regulatory measures and agencies into an interconnected platform enabling single entry point to submit all the documents required by traders, who involve in border trade (Imports, Exports and Transshipments), and provide results automatically through the same platform with a view to fulfill the Category C Commitment of the WTO Trade Facilitation Agreement (WTO-TFA).</p> <p>As approved by the Cabinet of Ministers by their decision dated June 20, 2022 the Ministry of Finance, Planning and Economic Development has established the Project Implementation Unit (PIU), the responsible body for implementation of Trade National Single Window System (TNSWS) Project in three stages namely, Preliminary Stage, Implementation Stage and Operational Stage over a period of 36 months.</p> <p>The Change Management and Capacity Building Specialist will oversee and execute change management strategies, operational plans, and stakeholder engagement for the TNSWS Project including the management of all internal and external communications for the PIU to promote the TNSWS, encourage stakeholder adoption of TNSWS processes and design, develop, facilitate, and evaluate capacity-building programs and conduct training to support stakeholders to adopt with the TNSWS.</p>	
REPORTING :	
Ministry of Finance, Planning and Economic Development and Project Director of the TNSWS Project	
JOB DESCRIPTION :	
TASK AND RESPONSIBILITIES	
<p>(i) Change Management Strategy</p> <ul style="list-style-type: none">Collectively design, develop and recommend change management, capacity building, communication, branding and promotional strategy for the TNSWS implementation.	

- Identification of individual and overall Change Management Strategies (change readiness assessment, understanding stakeholders and impact, change risk register and change tactics).
- Design and implement Change Management Plan (leveraging change management methodologies and tools), change management metrics and tools for TNSWSP and monitor the efficacy of its activities.
- Identify and define essential TNSWSP change drivers (activities, goals, priorities, processes, and requirements), resistance to change and assess barriers to stakeholder adoption of the NSW and design and implement risk mitigation strategies.
- Monitor, evaluate and report the progress of change management and make adjustments to the strategy and plan, as appropriate.
- Develop, publish, and disseminate of TNSWS awareness building, adoption, and guidance materials on TNSWS activities, processes, and milestones for stakeholder engagement.
- Develop and establish strong stakeholder relationships to assess their concerns and requirements, using their inputs to inform solutions that facilitate trade through compliance with TNSWS.

(ii) Change Management Processes:

- Manage development of content for the TNSWS PIU website, including TNSWS promotional materials (milestones, achievements, upcoming workshops, etc.), resources documenting core processes (FAQs, one-pagers, etc.), and PIU personnel and office contact information.
- Lead the coordination and organization of one-off and annual training and capacity building sessions focused on acclimating and improving the acumen of PIU staff with processes and procedures, and supporting stakeholder awareness and familiarity with the TNSWS structure and essential requirements.
- Represent the PIU at workshops, conferences, and other stakeholder engagement forums.
- Review all external-facing change management, communication, stakeholder engagement, and training materials for quality assurance, and compliance with the TNSWS Change Management Strategy and Plan.
- Periodically report to the Ministry of Finance, Planning and Economic Development and Project Director on the progress and inputs of the change management component.
- Regularly liaise with the Monitoring & Evaluation Officer to assess and identify stakeholder needs and requirements.

(iii) Training Design & Development:

- Identify the awareness raising, capacity building and training needs of the relevant stakeholders.
- Proactively engage with all relevant governmental and non-governmental stakeholders to understand their capacities, requirements, and constraints related to the TNSWS and assess their training needs.
- Ensure a seamless connection between needs assessment findings and the development of training modules, translating identified gaps into targeted training interventions.

- Incorporate insights and directions from the change management strategy and system features and functionalities to develop relevant training modules and materials tailored for specific stakeholder groups by collaborating closely with PIU technical team.

(iv) Training Delivery:

- Implement a mix of training methodologies, from hands-on workshops and scenario based learning to interactive simulations, ensuring stakeholders gain practical experience with the TNSWS functionalities by engaging with industry experts and specialized trainers.
- Leverage digital platforms and tools, such as e-learning platforms, virtual reality simulations, and webinars, to provide remote and on-demand training, making it accessible to a wider audience.
- Use user friendly translated technical documentation and training materials tailored for private sector uses and border agencies.

(v) Design & Implementation of Training Evaluations:

- Design and administer post-training evaluations to measure the effectiveness of training sessions.
- Seek feedback during and after each training session, utilizing real-time polling and interactive Q&A sessions to adapt content and delivery methods as needed, ensuring maximum stakeholder engagement and comprehension and make necessary adjustments to the training curriculum.
- Report training outcomes and feedback to the Ministry of Finance, Planning and Economic Development and Project Director.
- Maintain open lines of communication with all TNSWS stakeholders to ensure their needs are being addressed and to promote continuous learning.
- Coordinate with agency representatives and trader groups to schedule training sessions and gather regular feedback.

SKILLS and EXPERIENCES

(i) Academic Qualifications:

- Bachelor's Degree in Business Management or Administration, Human Resource Management, Public Management or Administration from any institution, recognized by the University Grants Commission or qualification recognized by the University Grants Commission as an equivalent qualification to the degree in relevant field.
- Master's degree in relevant field from any institution, recognized by the University Grants Commission is preferred.

(ii) Work Experiences:

- Minimum 08 years of working experience in capacity building, training and change management, preferably with direct experience in government or in the context of public sector projects or trade facilitation.
- Minimum 04 years of experience in managerial level is preferred.
- Demonstrated ability to design develop and implement training curricula tailored to diverse audiences and agencies.
- Proven track record of designing and implementing change management strategies and project planning materials.

- Proficiency in using MS Office product and MS Outlook and other work related systems.

(iii) Language Proficiency:

- Fluency in English

EVALUATION :

The Annual Performance Evaluation will be done by a three-member panel, chaired by the Deputy Secretary to the Treasury, Ministry of Finance, Economic Stabilization and National Policies.