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ADOPTION AND CHANGE MANAGEMENT CONSULTANT

AFDB1JP00001192

Open Job

Status	Next Step	Posted On	Period	Job Type
Not Applied	Apply	2026-06-09	2026-08-03 to 2027-08-02	Temporary Full Time

Location	Category
Abidjan 01CIV	Business Professional

APPLY

EMAIL TO FRIEND

Description

The Corporate IT Services Department (TCIS) is looking for the services of an Adoption and Change Management Consultant to support its internal and external outreach work. The Adoption and Change Management (ACM) expert will provide guidance and strategies to change the way employees work so that the Bank can realize business value from its various IT projects.

Qualifications

Qualification	Assessment
Regular Consultant	
Master's Degree	Yes

Application Close Date	2026-06-17
Engagement Type	Individual Consultant
Job Family	15.Information Management Technology
A. Background Objectives	<p>The Corporate IT Services Department (TCIS) is looking for the services of an Adoption and Change Ma</p> <p>... nagement Consultant to support its internal and external outreach work. The Adoption and Change Management (ACM) expert will provide guidance and strategies to change the way employees work so that the Bank can realize business value from its various IT projects.</p>
B. Scope of work	<p>The consultant's duties will include the following:</p> <ul style="list-style-type: none"> • Establish and execute Change Management PI <p>... ans to create business awareness, desire, knowledge, ability and reinforcement to the changes and adoption of the new solutions throughout the project management life cycle.</p> <ul style="list-style-type: none"> • Liaise with Project Managers, Team Leads and Stakeholders to analyze the expected changes and their impacts so that communication can be made to the business and users in advance as well as agree on the change schedules and modalities. • Manage the adoption of new solutions to be the business by using Change Management models such as ADKAR (Awareness, Desire,

Years of Experience	5 years
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Knowledge, Ability and Reinforcement).

- In collaboration with Project Managers, create and implement a Communication Plan before, during and after the changes and deployment of new IT Services.
- Identify the training and coaching needs as well as deployment priorities. Create and execute the training and deployment plan in collaboration with Project Managers or Team Leads.
- In collaboration with Project Managers and Team Leads, identify areas of resistance to adoption of new services and put in place communication and Resistance Management Plan.
- Accelerate the digital transformation through cultural and organization changes management
- Enhance a culture of service excellence, agility, and innovation through communication.
- Create KPIs to measure the adoption of new services as well as using running surveys about customer satisfaction and experience.

C. Deliverables Expected

- **Change Management Plan: Develop and implement a comprehensive Change Management Plan, aligned with**

... recognized methodologies such as the ADKAR Model, to support user adoption throughout the project lifecycle.

- Stakeholder Impact Assessment: Conduct detailed analysis of business impacts arising from the proposed changes, including stakeholder mapping, change readiness assessment, and definition of change schedules and modalities.
- Communication Plan: Develop and execute a Communication Plan covering pre-deployment, deployment, and post-deployment phases, ensuring timely and effective communication to all stakeholders and end users.
- Training and Deployment Plan: Identify training and coaching needs and prepare a structured Training and Deployment Plan, including materials, sessions, and rollout priorities, in coordination with Project Managers and Team Leads.
- Adoption and Change Execution Support: Support the implementation of change initiatives to ensure effective adoption of new solutions and services across the organization.
- Resistance Management Plan: Identify

	<p>potential areas of resistance and develop targeted mitigation strategies, including stakeholder engagement and tailored communication actions.</p> <ul style="list-style-type: none"> • Digital Transformation and Culture Initiatives: Support initiatives aimed at fostering a culture of service excellence, agility, and innovation, contributing to the Bank's digital transformation objectives. • KPIs and Monitoring Framework: Define and implement Key Performance Indicators (KPIs) to measure adoption, including mechanisms for tracking user engagement, satisfaction, and overall change effectiveness. • Adoption and Performance Reports: Prepare periodic reports on adoption progress, user feedback, risks, and recommendations for continuous improvement.
<p>D. Duration and Timetable for the Assignment</p>	<p>The assignment period will be for a period of twelve (12) months</p>
<p>E. Bank Contribution and Institutional Arrangement</p>	<p>The Bank will provide the Consultant with all relevant documentation necessary for the execution of</p> <p>...</p> <p>the assignment, including but not limited to: business requirements, technical documents, project-related information. The Bank will also provide access to office premises, IT systems, tools, and relevant Bank platforms.</p>
<p>F. Duty Station</p>	<p>The work will be carried out at the Bank's HQ in Abidjan.</p>
<p>G. Essential Specialized Skills/Knowledge/Competencies</p>	<p>• At least Master's degrees in Change Management, Communications,</p>

Information Management, Marketing,

- ...
- Journalism, or Information Knowledge Management.
- Minimum of 5 years of relevant professional experience in change management, communications on Information and communications technology field gained with similar multinational, major private or public institutions.
 - Knowledge on Customer Relationship Management, Account Management on IT, Change Management Frameworks (ADKAR, etc) will be added advantage
 - Ability to think strategically and rapidly analyze diverse information from various sources.
 - Experience using digital and social media to stimulate conversations with user community, develop strategies to position across different means of communications.
 - Ability to work in a team and in a multicultural environment.
 - Significant experience in Communications Strategy, Planning, and Execution and in-depth proficiency at a level sufficient to assist, consult, or lead others in the planning, development, and execution of communications strategies for complex projects.
 - Client Orientation - Maintains client relationships in the face of conflicting demands or directions and provides evidence-based advice and solutions based on sound diagnosis and knowledge.
 - Strong ability to see newsworthy stories quickly and easily.
 - Experience in creating engaging social media assets and image editing.
 - Good understanding of the issues relating to Human Resources and Corporate Services management in an international arena.
 - Ability to analyze complex information quickly and simply for audiences.
 - Good political and personal judgment.

H. Supervisor

The Consultant will work under the guidance of the Chief Programme Management Officer and in collabo

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ration with the various departmental teams.

Consultancy Input Days

261.00

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