JOB OPENING
Knowledge Management Officer
REF: Amref/ICD-KMO/06-02

1	IDENTIFICATION	
1.1	JOB TITLE	Knowledge Management Officer
1.2	REPORTING TO	Head of Programmes
1.4	DIRECTORATE/UNIT	Institute of Capacity Development – Amref Headquarters
1.5	PHYSICAL LOCATION	Nairobi

ABOUT THE INSTITUTE OF CAPACITY DEVELOPMENT (ICD)

The Institute of Capacity Development (ICD) thrives as a cutting-edge, trendsetting, and industry-leading centre within Amref Health Africa's Pan-African programmatic footprint. ICD exists to catalyse lasting health change to communities in Africa and works alongside Amref Health Africa (Amref) country offices and programmes as well as other health development partners to improve performance and sustainability of interventions.

ICD's vision is to have a responsive health workforce in Sub-Saharan Africa, and its mission is to develop capacities of individuals, institutions, and health systems through innovative approaches for improved health service delivery. ICD, therefore, endeavours to play an integral role in operationalizing Amref's first strategic pillar through the implementation of its Strategic Plan. The pillar entails catalysing HRH to attain universal health coverage in Amref target countries in Sub-Saharan Africa. The Institute plans interventions to solve HRH sector pain points including quality and skills shortages of health workers, inadequate budgets and mentorship for HRH, poor management and governance in the sector, and meagre working environments and low comparable wages leading to brain drain.

MAIN PURPOSE OF JOB

The Knowledge Management (KM) Officer will focus on providing technical, programmatic and administrative assistance to the Amref Health Africa Knowledge SUCCESS project team. The KM Officer will manage the project community by implementing systems, tools and processes that facilitate knowledge exchange, use and collaboration. The KM Officer will be expected to serve in both technical and operation roles which includes traveling to the field to meet with users to ensure a smooth continuity of the project activities.

Reporting to the Head of Programmes at the Institute of Capacity Development, the role is expected to initiate collaboration between partner organisations, represent the KM team at technical meetings, and work directly with donors and partners to support project field activities. The Amref component of the project will be implemented in collaboration with its partner the Advocacy Accelerator.

PRINCIPLE RESPONSIBILITIES

Key Area	Key Responsibilities
Knowledge Practice Development	▪ Provide KM technical and programmatic support to the KSUCCESS project team. ▪ Ensure critical, high quality FP/RH knowledge and information is made available and accessible to the project audience. ▪ Develop systems and processes that facilitate knowledge exchange, use and collaboration. ▪ Capacity strengthening for knowledge sharing, collaboration, learning and adaptation
Audience Relationship	▪ Define and refine the role of Audience Relation Managers (ARMs) based on identified audience segments and needs.

Key Area	Key Responsibilities
Management	- Assign ARMs to each audience segment. - Identify in-person opportunities to foster relationships between ARMs and their assigned audiences. - Catalogue and audit existing FP/RH communication and knowledge exchange mechanism, including existing working groups, by audience segment.
Community Engagement	- Engage regional and country level audiences by focusing on existing regional networks to identify/analyse segments within audience. - Engage regional and country level audiences by focusing on existing regional networks to assess priority needs to better design approach and role of ARMs in East Africa. - Convening conversations (in-person and online) between ARM and audience representatives. - Conducting interviews and/or surveys with key representative stakeholders. - Reviewing existing KM platforms and content utilized by audiences. - Identify and recommend best communications tool for real-time communication with audiences (i.e. WhatsApp, etc.) - Set up and support two-way communication loops between audiences & ARM (Amref) in alignment with any project requirements or restrictions.
KM Capacity Strengthening	- Strengthen KM within technical working groups (TWGs) in East Africa by providing adaptive KM technical support based on level of need and through designing quarterly pause and reflect activities, documenting observations and sharing with TWGs. - Develop inventory of East African regional FP or FP-related (e.g., PHE, gender) TWGs and projects at regional and country level; calendar of FP-related or FP-relevant events; and relevant platforms that can be leveraged (to be created and shared with TWGs). - In consultation with USAID and based on input collected from key stakeholders, prioritise and select up to three groups/TWGs/partners to support with more intensive KM support. - Assess KM behaviours within selected groups. Nurture KM culture within these groups, and identify KM champion within each group, provide champion with individual support including designing role and priorities.
Networking and Representation	- Attend/support upcoming Anglophone Africa focal point meetings - Conduct landscaping to ID key partners and platforms to invite to kick-off--those whom SUCCESS may be able to serve. - Conduct targeted research by brainstorming list of key stakeholders, reviewing online platforms/existing literature, conducting surveys and/or interviewing existing and potential partners. - Kick off East Africa partnership with a series of in-person events (in EA countries), coupled with virtual events. - Provide support in follow-up and dissemination of key lessons from the focal point meetings, to incorporate into series of events and ongoing virtual events. - Review and incorporate key learnings from K4Health KM needs assessments in East Africa into planning for event series and follow ups. - Work with ARMs to understand audience needs in the region and incorporate needs into ongoing communication and KM support design.
Administration	- Provide operational assistance to the KSUCESS project team to ensure smooth continuity of project activities - Provide day-to-day problem solving, technical input, writing and editing, and procurement processing that the project requires. - Plan and coordinate meetings with partner organisations

REQUIRED QUALIFICATIONS

Education and Knowledge
- Minimum of a Bachelor's degree in social sciences/ communications/ organisational management and/or knowledge strategy.
- Qualifications in community and social media management, project management, communications and related field

Experience
- Minimum of 5 years professional experience in knowledge management in the development context
- At least 3 years' of experience in online community engagement, social media engagement and collaboration.
- Experience in the design and implementation of knowledge management systems, tools and processes.
- Experience in interpreting and synthesizing monitoring and evaluation findings into programmatic application across a diverse set of health areas would be an added advantage.
- Experience in developing and disseminating knowledge management information products and resources, both offline and online.
- Experience in planning and coordination of community engagement activities, both offline and online.
- Experience in project management and using online project management tools would be an advantage.
- Experience coordinating the production of reports, briefing papers, manuals and e-newsletters, including the drafting and editing of content.
- Experience in working with developers, designers or other external consultants to build and manage online coordination and learning platforms would be an advantage.
- Experience in constructing evaluations and post-implementation reviews.

Skills
- Capacity to work in a multi-disciplinary team.
- Ability to get consensus and collaboration in a multi-disciplinary team.
- Ability to explain complex concepts in understandable language.
- Ability to generate enthusiasm.
- Ability to communicate with all levels of management and staff, establishing straightforward, productive relationships; treating all individuals with fairness and respect.
- Ability to work rapidly, both in person and remotely, with team members.
- Strong writing, editing and proof reading skills.
- Exceptional written and verbal communication skills and high attention to detail.
- Excellent PowerPoint and Excel skills.
- Excellent interpersonal skills.
- Proven ability to:
    - Work effectively at multiple levels in an organisation
    - Work both independently and as part of a team
    - Focus on predefined goals and deliver results
- Strong analytical skills.
- Polished presenter with ability to handle interactive sessions.
- Excellent planning and organizing skills.
- Demonstrated ability to build close working relationships with stakeholders.
- Demonstrated ability to manage multiple demands and to prioritize work and be proactive and self-directed.
- Ability to understand and communicate concepts quickly and accurately.

If you are the right person for the job, please submit your **motivation letter** and an **up-to-date CV (in a single file of a maximum of 4 pages) in PDF format** to recruitment@amref.org. by latest **9 July 2019.** (**DO NOT ATTACH CERTIFICATES)** Your application should have the mentioned *reference number* in the subject line of the email.

Duly note that Amref Health Africa does not require applicants to pay any fee at whatever stage of the recruitment and selection progress.

Amref Health Africa is committed to safeguarding and promoting the welfare of children and expects all staff to share this commitment.