

Knowledge Management Assistant, International Policy Centre for Inclusive Growth (IPC-IG)

Location:	Brasilia, BRAZIL
Application Deadline:	31 October 2017
Type of Contract:	SC / SB3
Languages Required:	English
Starting Date:	20 st November 2017
Duration of initial contract:	06 months with possibility of extension

Background

The International Policy Centre for Inclusive Growth (IPC-IG) is a joint project between the United Nations Development Programme and the Brazilian Government to facilitate South-South Cooperation on key development issues. The Centre carries out applied research and its ultimate goal is to generate knowledge resources to the global development community.

Within a broad partnership framework regarding knowledge-sharing on social protection, initiated by the G20 Development Working Group, the IPC-IG is contributing towards a multi-dimensional policy agenda, building on its renowned global outreach and advocacy portfolio. One of the IPC-IG's key offerings is the support to knowledge-sharing and capacity building on current practices as well as forward-looking social protection policy innovations in low and middle income countries through policy dialogue and support to comparative research.

The platform socialprotection.org was launched on the 12th of September 2015. This member-based online platform is dedicated to social protection, which is a policy approach that impacts millions of poor and vulnerable people worldwide. The goal of socialprotection.org is to foster knowledge-sharing and capacity strengthening on efficient social protection policies and programmes, by drawing on the experiences of low-income (LICs) and middle-income (MICs) countries.

The platform is financially supported by the Australian Department of Foreign Affairs and Trade (DFAT) and Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) GmbH on behalf of the German Federal Ministry of Economic Development and Cooperation (BMZ). Since its launch, socialprotection.org has gathered more than 2,500 members and amassed over 2,900 publications. It has organized 42 webinars in cooperation with a wide range of partners, and hosts 26 multi-language Online Communities.

The Centre is currently recruiting two Knowledge Management Assistants to support the knowledge-sharing and capacity building activities for the socialprotection.org project, which includes a drupal and a moodle-based platform, as well as different communication channels, such as social media, email campaigns and a monthly newsletter. The selected candidates will also be responsible for the management of content, discussions and networking space in multiple languages.

The job provides an exciting opportunity for a person with excellent communication and strategic management skills, experience in social protection, as well as in south-south and triangular cooperation, to grow and interact with colleagues in an international institutional environment committed to inclusive growth.

Duties and Responsibilities

Under the substantive guidance of the IPC-IG Research Coordinators and the direct supervision of the Senior Project Officer, the Knowledge Management Assistants are expected to ensure timely and high quality delivery of the following:

Knowledge management and communications support to the online platforms:

- Compile, classify and publish relevant content on the platforms;
- Review content included and classified by the members of the platforms;
- Create and disseminate Webinars, including communications campaigns, logistics, reports, as well as the publication of one-pager report of discussion and outcomes;
- Design and manage knowledge exchange activities such as Online Communities and Discussion Forums to deliver key outputs regarding the capacity development component;
- Contribute to the development of online courses on policy options, strategies and good practices in social protection as well as training material;
- Carry out activities related to the blog feature maintenance, including selection of texts, invitation for new submissions, copyedit and inclusion of blogposts;
- Monitor the member and stakeholder database of the socialprotection.org platform, as well as its Communities;
- Liaise with policymakers, practitioners, experts and other potential members of the platform (including high-level officials) regarding content and possible collaboration opportunities;
- Identify opportunities and challenges for strategic partnerships through constant stakeholder mapping and networking;
- Update and manage the administrative structure of the online platforms;
- Promote discussions among members to share experiences, particularly across Brazil and countries in Africa;
- Assist the IPC-IG's Social Protection team in mapping social protection frameworks across the developing world;
- Develop profiles of national social protection programmes;
- Perform capacity-building activities for members, interns and online volunteers;
- Prepare user and administrator guidelines for the platforms and their features;
- Elaboration of institutional documents, including reports, email templates, campaigns.
- Provide inputs and information for the elaboration of communications and user-engagement strategy, based on the analysis of target audiences and stakeholders;
- Develop and apply an outreach strategy to identify and invite new members to the platform;
- Assist with the production of content and updating of the webpages and social media, including public outreach materials such as periodical newsletters and weekly updates;
- Elaborate weekly clippings containing the main news and experiences related to the members' interests and disseminate them on the website and various social media;
- Collaborate with Management and the IT team in developing strategies to identify and meet the demands of users regarding information and training;
- Collaborate with the IT team in developing monitoring systems to produce statistics and monthly reports;
- Liaise with webdesigners, webdevelopers and domain hosts regarding ongoing development and any website-related issues;
- Track the websites' effectiveness based on a range of indicators, including website server statistics and user behaviour.

Support the IPC-IG communications and outreach activities:

- Provide inputs to the Centre's key policy messages; reports, newsletters, and institutional use of social media platforms;
- Provide support to campaigns, including global outreach activities;
- Provide substantive and logistical support to the organisation of policy events, international missions and seminars related to the IPC-IG's work on Social Protection;
- Assist the Communications team in facilitating and improving internal communication among IPC-IG teams;
- Support to the consolidation of the IPC-IG's networks of experts and relevant institutions;
- Provide assistance to the IPC-IG's research teams as required;
- Provide translation, editing and proofreading support.

Competencies

Corporate

- Demonstrates integrity and fairness, by following the UN/UNDP's values and ethical standards;
- Demonstrates discretion and reliability in handling confidential matters;
- Promotes the furthering of the IPC-IG's vision, mission and strategic goals;
- Displays cultural, gender, religion, race, nationality and age sensitivity and adaptability.

Functional

- Good level of technical report writing skills;
- Proficient at multi-tasking and motivated by results;
- Responds positively to feedback;
- Good interpersonal skills and ability to establish and maintain effective partnerships;
- Willing to work under pressure, with online/telecom supervision.

Knowledge Management and Learning

- Ability to strongly support and build knowledge products;
- Demonstrates strong oral and written communications skills;
- Experience in building client relationships with strong networking and advocacy skills;
- Seeks and applies knowledge, information and best practices both within and outside of the IPC-IG.

Judgment/Decision-Making

- Mature judgment and initiative;
- Client-oriented perspective focused on impacts and results;
- Independent judgment and discretion in advising on handling major policy issues and challenges.

Required Skills and Experience

Essential

- University Degree in Communications, Sciences of Information, Social Sciences, Development Studies, International Relations, Education or related fields ;
- 5 years of professional or academic experience in knowledge management, and/or communications, and/or content management, and/or e-learning.
- Proficiency in written and spoken English proven by certificate or previous work or academic experience or personal experience abroad.

Desirable

- Master's Degree or specialization in Social Sciences, Humanities, Communications, Development Studies, Information & Knowledge Management, e-learning, Technology and Innovation Management or related area;
- Experience with online courses development and/or Moodle-based platforms;
- Knowledge of databases and/or content management systems;
- Professional or academic experience with online-platforms, social media and online communities;
- Experience in translation services and/or proofreading;
- Working knowledge of Portuguese, and/or Spanish and/or French;
- UN/UNDP experience is an advantage.

Application and Selection Process

Applicants must send a P11 form* to ipc-hr@ipc-undp.org by no later than 31 October 2017 quoting “**Knowledge Management Assistant**” in the subject. The IPC-IG strongly encourages sending the following extra documents in the application for consideration:

- Cover letter;
- Signed recommendation letter.

All documents must be submitted in English. Applications sent after the deadline will not be accepted.

*The **Personal History Form** (P11) is available for download at:

<http://www.br.undp.org/content/dam/brazil/docs/RH/undp-br-P11-2016.doc>

Incomplete applications or applications received after the deadline will not be considered. Please note that only applicants who are short-listed will be contacted.

This is a national Service Contract position within the IPC-IG/UNDP. **International candidates will only have their applications considered if proof of a Brazilian work permit is attached to the application (RNE and *carteira de trabalho*).** The IPC-IG/UNDP is not in a position to provide advice or assistance towards applying such a permit.

The United Nations Development Programme is committed to achieving workforce diversity in terms of gender, nationality and culture. Individuals from minority groups, indigenous groups and persons with disabilities are all equally encouraged to apply. All applications will be treated with the strictest confidence.