

Asia Regional Knowledge Management Officer Knowledge SUCCESS

Background / General Summary

Knowledge SUCCESS (Strengthening Use, Capacity, Collaboration, Exchange, Synthesis, and Sharing) is a five-year global project led by a consortium of partners and funded by USAID's Office of Population and Reproductive Health to support learning, and create opportunities for collaboration and knowledge exchange, within the family planning and reproductive health (FP/RH) community. We use an intentional and systematic approach, called knowledge management (KM), to help programs and organizations working in FP/RH collect knowledge and information, organize it, connect others to it, and make it easier for people to use — so that programs, services, and ultimately outcomes can be improved. Our approach is guided by behavioral science and design thinking principles in order to make these activities easy, attractive, and timely.

Knowledge SUCCESS has a mission to strengthen KM at the regional level, and to do so purposefully and strategically, based on audience needs and responding to critical FP/RH technical needs in each region. We are seeking an Asia Regional KM Officer to support this mandate within USAID's priority family planning countries; Afghanistan, Bangladesh, India, Nepal, Pakistan, Philippines, and Yemen.

The Regional KM Officer will collaborate with other Knowledge SUCCESS staff members to understand and assess needs for accessing, sharing and using FP/RH knowledge within Asia. They will liaise with regional FP/RH partners and networks and work closely with the Knowledge SUCCESS Family Planning Advisor and the partnerships team, to identify and prioritize activities and provide tailored KM support to technical working groups (TWGs) and family planning partners in the region. Finally, they will manage day-to-day KM for FP/RH activities in the region and communicate regularly with Knowledge SUCCESS headquarters staff to ensure activities and deliverables are moving forward.

The Basics

- The Asia Regional KM Officer will be 100% LOE, based within the Asia Region, preferably a USAID Priority country.
- They will have oversight from the Knowledge SUCCESS Family Planning Advisor, Partnerships Team Lead and work closely with other team members, including two other regional KM Officers representing East and West Africa.
- They will be integrated into the Partnerships Team, but will work on activities across the entire Knowledge SUCCESS Project (supported/backstopped by KM Officers at the headquarters level)

Specific/Illustrative Duties and Responsibilities

- Assess context:
 - Continue to add to an existing inventory of regional family planning or family planning-related (e.g., PHE, gender) TWGs and projects at regional and country level
 - Interview existing/potential family planning partners to document and better understand their KM needs and priorities in the region
 - Assess strategic FP/RH priorities within the region based on perceived need of key stakeholders, donor commitment and Project mandate.
 - Develop a list of strategic activities to support and strengthen KM for FP/RH in the region, based on these findings.
- Provide technical assistance and facilitate knowledge sharing in the region
 - Provide intensive KM support to selected FP/RH TWGs and/or partners in the region
 - Plan/execute in-person knowledge exchange meetings in the region (for example, share fairs, peer assists, webinar series)
 - Use KM approaches to increase peer to peer learning related to FP programs
 - Capture and share key insights from the country/regional level back to the global level
 - Provide support for FP2020 regional meetings, as relevant (for example, the FP2020 Regional Focal Point Meeting)
 - Provide KM support to forthcoming FP2020 Asia regional hub
 - Support project communications activities by collecting partnership success stories and working with the communications team to promote the project at regional KM events.
 - Work with the communications team to create and publish regional content on the Knowledge SUCCESS website
- Contribute to overall project activities
 - Help prototype/test/iterate KM solutions for Knowledge SUCCESS products
 - Contribute to content focus and review within Knowledge SUCCESS project

Minimum Qualifications

- Masters degree (M.A., MHS, MPH) or equivalent, and/or 4 to 10 years relevant experience and/or training; or equivalent combination of education and experience.
- Must have demonstrated experience working on FP/RH projects.

Preferred Qualifications

Ideal traits

- Creative: Thinks “outside the box” for unique solutions to problems
- Resourceful: Able to rapidly problem solve in settings with limited resources
- Organized: Can juggle multiple tasks, prioritize appropriately, and work within specified time constraints

- Collaborative: Works well in team settings, able to manage teams and incorporate feedback
- Savvy and well-networked: Has a range of FP/RH contacts within the region and feels comfortable working within working groups and similar settings

Ideal skills

- Familiarity with a range of knowledge management approaches
- Familiarity with family planning methods and approaches in the region
- Strong facilitation skills
- Comfort with networking/collaboration
- Writing skills
- Storytelling skills
- Community engagement and capacity strengthening expertise
- Ability to collaborate and problem solve with a team

Salary

- \$50,000 - 54,000 USD, commensurate with experience

To Apply

- Send an email to info@knowledgesuccess.org
- The subject line of your email should be the job title and your name.
- Attach your CV (no more than 3 pages). The CV should include a list of the contact information (name, email address, and phone number) of three references (including your most recent employer).
- Attach a cover letter (no more than 1 page) outlining why you are a good fit for the position.
- The deadline for submission of applications is **December 10, 2020 at 5pm EST**.
- Interviews will be arranged on a rolling basis and Knowledge SUCCESS may make an offer before the closing date.
- Please note that only qualified and shortlisted applicants will be contacted.