## JOB DESCRIPTION

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<td>Consortium Manager – TUKLAS Project</td>
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**Position:**

Knowledge Management Specialist

**Department & Location:**

Country Coordinating Unit based in Makati City

**Reports to (position):**

Consortium Manager – TUKLAS Project

**Date:**

October 2017

**Purpose:**

How does this post support Plan’s strategy and mission?

The TUKLAS Consortium led by Plan International in partnership with Action Against Hunger, the Citizens Disaster Response Centre, and CARE International will implement a 21-month project to reach across the country to foster and facilitate innovative ideas and entrepreneurs, taking a user-centred approach to nurture, test and scale promising models to addressing the gaps to improved emergency preparedness in the disaster prone country. The Innovation Lab project will be implemented from 1st July 2017 to March 31st 2019 with labs/teams in Baguio, Manila, Tacloban, and Cotabato.

The Philippines TUKLAS Innovation Lab will support innovators to test and refine their innovations through an iterative approach geared to regularly review, gain community feedback, promote continuous improvement and evaluate for continue viability/promise. A pipeline of 20 - 40 projects will be identified and supported under ‘scaling’ and ‘piloting.’ The project will invest in the entrepreneurs as change agents, working with them to develop a capacity building programming to expand their ability to be leaders in disaster preparedness. Operating four community labs as ‘co-working’ spaces, the project will offer a platform for innovation and a mechanism to identify and further invest in innovations coming from the grassroots. The project will take all efforts to creatively and meaningfully engage non-traditional actors in preparedness from academia and the private sector. There will be a strong component of Monitoring, Evaluation and Learning throughout the project as the consortium will seek to gather and disseminate evidence on the tested approaches as well as learn from all successes and failures.

This project is part of a wider programme being managed by the UK based START Network’s Disaster Emergency Preparedness Programme. It will therefore also work in collaboration with the Network, its Innovation Lab partners, and the other 3 selected Innovation Hubs.

Monitoring, Evaluation, Accountability, and Learning will be central to the management of the labs. At the CCU in Manila, the project will maintain two full-time equivalents: (1) a Monitoring, Evaluation, Accountability, and Learning (MEAL) Specialist who will provide overall MEAL guidance; and (2) a Knowledge Management Specialist (KMS). The Knowledge Management Specialist will be responsible for leading the documentation, packaging of information and evidences,
developing communication products and supporting information dissemination about the labs, their successes and failures. She/he will also work with the Start Labs team on Knowledge Management initiatives as appropriate.

She/he will champion and actively enable the capturing, storing, and sharing of knowledge of the project through the development of tools and coordination with all relevant staff. She/he will ensure that the project’s know-how and approach, information, and experience are shared within and across the Consortium and outside with donors, partners, network members and other stakeholders at a local, national and international level.

Dimensions of Role:
Financial measures or statistics relevant to post such as budget; list of direct and indirect reports

- Area of Responsibility: National (Luzon, Visayas, and Mindanao)
- Reports to the Consortium Manager, and works with the MEAL Specialist and Communications Specialist.
- Represents Plan in relevant networks, and to partners/donors.

Typical Responsibilities - Key End Results of Position:
“What” is done and “why”, but not “how”; include indicators for success

Main objective of the role:
1. to ensure project staff have easy access to high-quality and reliable information;
2. to ensure project staff share and use knowledge gained and learning with colleagues in a consistent and useful way;
3. to support and contribute to a culture of learning and reflection across the Consortium.
4. to support the collection from and sharing of knowledge with community participants and innovators

Strategic, Annual and Tactical Plan

- Prepare Project KM Strategy based on approved grant proposal, project results framework and budget.
- Contextualize and use various KM tools in managing the project
- Adapt, update or refine the KM plan based on project progress and feedback from relevant stakeholders

Success Metrics:
- Adaptable and up to date Project KM strategy and action plan
- Project Tuklas Learning system
Project Management and Sustainability

- Designs systems for consortium-wide learning, including contextualized guides, tools, and methods for identifying, documenting, consolidating, and communicating learning and good practices for effective programming and advocacy.
- Promotes collaborative tools such as activity rooms to facilitate sharing of ideas and work among internal consortium teams and external partners and stakeholders.
- Provides support for the establishment and nurturing of communities of practice, including workshops, one-on-one guidance, and troubleshooting.
- Shares experiences across communities of practice, business units, and networks on innovative approaches in knowledge sharing, including preparation of case studies.
- Helps monitor and evaluate the knowledge sharing program, including external benchmarking and evaluation programs/opportunities.
- In collaboration with the MEAL Specialist, ensures that knowledge gained from the project and communities is used to inform ways forward and the appraisal of the success of innovations and pilots of the project.
- Works with the Start Labs team focal point as appropriate and in collaboration with other TUKLAS staff for promoting or contributing to the Global Labs Knowledge Management initiatives and lessons sharing.

Accountability and Learning

- Disseminates information about the organization’s knowledge sharing program to internal and external audiences, project innovators and communities the Consortium works with, including organizing knowledge sharing events (such as knowledge fairs, site visits, interviews), maintaining communications on knowledge sharing across the organization, participation in orientation and training sessions, and preparation of brochures/presentations.
- Ensures proper documentation of implementation processes of the projects.
- Updates project data/information needed.
- Ensures links between knowledge/information gained with decision making and informing ways forward with project implementation.
- Ensure documentation of good practices and lessons learned.
- Disseminates knowledge and good practices done in gender, age, ability, and culturally-relevant ways to increase their reach to communities of practice and to communities the consortium works with, particularly marginalized groups.
- Work with relevant consortium members or external groups like academia or other sectors to identify opportunities for capturing and robustly evidencing knowledge gained or lessons as applicable throughout the project.

Compliance to Corporate Mandates

Personal Development

- Attend internally and externally facilitated training events, workshops, symposiums, studies, conferences to enhance level of performance.
- Maximize the use of ICT for greater awareness of local and global trends affecting development work.
- Accept special objective assignments for skills enhancement and expansion.
- Share learning to benefit others.

Dealing with Problems:

*Complexity of problems handled & the degree of investigation, analysis, & creative thinking required to solve them*

- Ensuring quality of program implementation and knowledge management.
- Ensures donor requirements compliance.
- Ensures corporate requirements and standards compliance.

Communications and Working Relationships:

*Working contacts inside and outside the organization; include the purpose and level (high, medium, low) of the contact*

**INTERNAL – HIGH**
Deputy County Director for Programs, Consortium Members’ Technical Specialists, TUKLAS Team, Grants Manager, PQAL Team, Country Finance Manager, Human Resources Manager

**EXTERNAL – HIGH**
Local Government Units, Government Line Agencies, Non-Government Organizations, and Civil Service Organizations, START Innovation Labs team

Knowledge, Skills, Behaviors, and Experience Required to Achieve Role’s Objectives:

*Gained through education, training, & experience*

**Education:** University degree in community development, engineering, or other field related to community development and disaster risk management. Advance degree an advantage.

**Training:** Data analysis, Knowledge Management, research and evaluation practices, MEAL practices with a particular emphasis on participatory and age, gender and culturally sensitive approaches.

**Experience:**
- At least three years’ experience in knowledge management in disaster preparedness, emergency response and/or innovation programming demonstrating the ability to support strategic priorities and ensuring learning is drawn out of programmes, synthesised, digested, and shared appropriately, both internally and externally to drive programme quality and effectiveness. Ability
to tailor information, systems and approaches to diverse audiences, particularly disaster affected communities taking into account age, gender, ability and culture is a must.

- An advanced degree in business and/or social sciences. Several years’ experience with developing and delivering knowledge sharing programmes and systems using a variety of methods and platforms, and with the information infrastructure.
- Participatory monitoring and evaluation in the context of disaster preparedness and response.
- Strong experience managing and building the capacity of local community-based partners in a conflict area is an advantage.
- Experience with ICT4D particularly related to disaster or conflict and risk management.
- Experience in establishing effective partnerships within and outside the organization.

Functional Competencies:

- **PROGRAM/PROJECT MANAGEMENT** (Proficient) – Ability to support strategic priorities and ensuring learning is drawn out of programmes, synthesised, digested, and shared appropriately, both internally and externally to drive programme quality and effectiveness; Ability to do continuing process and photo-documentation of projects; Familiar with the use of different technological resources such as computer, software, multimedia, information and knowledge sharing platforms, internet, and the like that will result in more effective and efficient delivery of expected results. Uses efficient and cost-effective approaches to integrate technology into the workplace and improve program effectiveness. Develops strategies using new technology to enhance decision making. Understands the impact of technological change on the organization.

- **PEOPLE MANAGEMENT** (Proficient) – Ability to lead others to solve complex problems using technical knowledge and skills relating to program/project management and development effectiveness. Applies a high level of technical expertise in relation to country strategic plan/PU Long-term Plan implementation, performance management and development effectiveness. Ability to establish open communication, unity, teamwork among direct reports and partners that encourages people to perform better. Ability to assess work and provide timely feedback to subordinates and peers.

- **STRATEGIC THINKING** (Proficient) – Understands the organization’s core business and manages the project from a total systems perspective.

- **EFFECTIVE COMMUNICATION** (Proficient) – Expresses ideas and facts in writing and orally in a clear, organized and convincing manner appropriate to the audience and the occasion. Is able to communicate effectively and efficiently with a variety of individuals including women, men, boys, girls, youth and different marginalised groups. Listens to others and shows understanding of what they are saying. Facilitates an open exchange of ideas. Builds collaborative relationships and customer orientation. Ability to build and maintain effective and constructive working relationships, partnerships or networks of contacts with people who are, or might someday be, instrumental in achieving work-related goals. Works cooperatively with other units, maintains networks outside the organization.
• **ADVOCACY AND NEGOTIATION** (Proficient) – The ability to influence local leaders and partners to use knowledge gained in programming to inform decision making and ways forward, particularly ensuring the use of knowledge gained from communities and their points of view.

• **FACILITATION** (Proficient) – Assists a group or individual to accomplish specific goals; manages change by providing the needed structure and environment for interactions to be effective. Ability to design and conduct meetings, trainings and related activities in age and gender sensitive ways. Ability to employ child-friendly ways of eliciting the views of children; Willingness to take into account the views of children in decision-making; The ability to facilitate children’s activities and draw out their ideas, including the most marginalized.

• **RESULT ORIENTATION** (Proficient) – Ability to initiate actions to deliver desired results, taking calculated risks to achieve business goals, support innovations for improvement, engage others in meeting agreements and commitments, making difficult decisions

• **INNOVATION** (Proficient) – Ability to improve performance by doing new things which can include the introduction of an innovative protocol unknown in the work unit, but known elsewhere.

• **SELF-MANAGEMENT** (Proficient) – Demonstrate self-confidence, maintain effective functioning and self-control even under pressure, demonstrate responsibility and trustworthiness, openness to new ideas and effect changes for improvement

• **INTEGRITY** (Proficient) – Acts in a way that is consistent with what one says (he or she "walks the talk") and exemplifying models of excellence in values and behavior in the organization. Behaving in accordance with the social, ethical, and organizational norms. Adhering to codes of conduct and ethical principles.

• **VALUING DIVERSITY** (Proficient) – Recognizing and respecting the value of individual differences at all levels of the organization. Making decisions reflecting respect of the different experiences, prejudices and biases of the individual and that of the organization. Treats people equally with respect and dignity regardless of age, sex, religion, ethnicity, ability, gender, sexual orientation, etc.; Ability to seek, listen to and take into account the voices of excluded groups; Willing and able to provide insights or advice as needed.

**Physical Environment and Demands:**

*May be “typical office environment”; note if heavy lifting, climbing, excess travel, etc.*

- Exposed to varied weather conditions during field work;
- Exposed to contagious and communicable diseases such as tuberculosis and malaria that maybe endemic in the areas of operations;
- Occasionally exposed to dusty, rugged and mountainous terrain, inaccessible roads and flood prone areas;
- Demands to cross seas, rivers, swamps and hanging bridges, etc.;
- On exceptional cases, work demands during night time, weekends and holidays to come up with work slippages or to meet deadlines.
Level of Contact with Children:

Low contact: No contact or very low frequency of interaction
Mid contact: Occasional interaction with children
High level: Frequent interaction with children

Level of Contact with children: HIGH

ACKNOWLEDGEMENT

I/we agree on the job content of this position. Ongoing guidance, support and feedback will be provided to the incumbent to achieve performance results reflected in the Individual Performance Plan:

Immediate Supervisor: __________________ Date: ___________
Next Higher level Supervisor: ________________ Date: ___________

Read, understood and agreed on the details of my position:

Incumbent: __________________ Date: ___________

Reviewed and found to be aligned with Plan’s requirements
HR: ____________________________ Date revised: ____________