

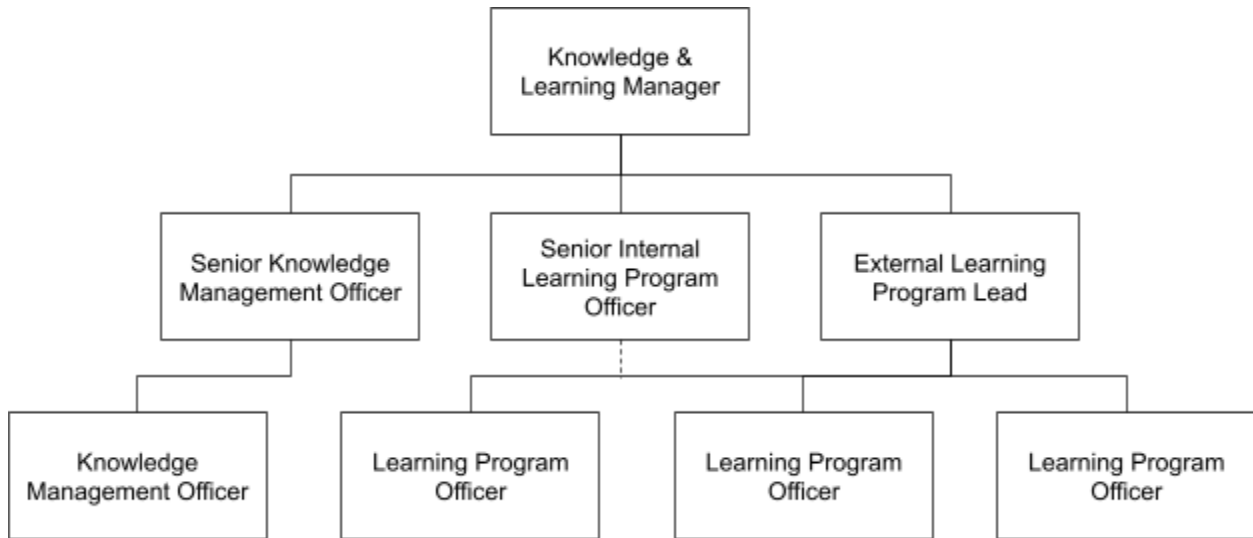
JOB DESCRIPTION

Position	: Knowledge & Learning Manager	Grade :
Department	: Knowledge & Learning	
Direct Supervisor	: Chief Communication Officer	
Employee Type	: One year contract, with possible extension to permanent position.	Revision Date : Jul 12, 2024

I. PURPOSE / ROLE :

Under the supervision of the Chief Communication Officer, the Knowledge & Learning Manager is responsible for developing, implementing, and managing knowledge-sharing and learning initiatives to help build a culture of continuous learning within the organization. This role involves curating, organizing, and disseminating information to enhance the collective expertise and capabilities of the workforce, as well as partners, stakeholders, and the public. The manager will oversee the design and delivery of training programs and workshops, ensuring they meet participants' needs and align with the organization's goals. Additionally, the manager is responsible for internal communications, ensuring that information flows effectively within the organization. Leveraging various tools and technologies, the manager will capture and share best practices, lessons learned, and innovative ideas, contributing to the overall efficiency and growth of the organization.

II. ORGANIZATION CHART:



III. **JOB DESCRIPTION**

Main Responsibilities	Activities	Output/Measurement
Development of strategies and work plans for knowledge management and learning in CISDI	<ul style="list-style-type: none"> ● Responsible for developing the ideation and concept for Knowledge and Learning department growth strategy, with the goal of transforming it into a viable business unit. ● Development of annual work programs and budget plans. ● Adjust the work plan to meet the evolving needs and utilization requirements of the organization. 	<ul style="list-style-type: none"> ● Strategy plan. ● Annual work plan. ● Annual budget plan. ● Needs assessment reports.
Leading the implementation of strategies and work plans	<ul style="list-style-type: none"> ● Adapting the work program to achieve organizational goals. ● Provide direction and close supervision to the knowledge management and learning program officers, fostering a culture of continuous learning and skill development. ● Establish performance metrics to track progress and impact. ● Ensure compliance with best practices in knowledge management and learning. 	<ul style="list-style-type: none"> ● Progress tracker. ● Performance metrics reports.
Facilitating the learning process for employees and supervising the development of learning programs for external audiences.	<ul style="list-style-type: none"> ● Identification of employees' knowledge and learning needs and determining the best methods to fulfill those demands. ● Supervise the development and maintenance of CISDI's knowledge and learning platform, including its content and learning sessions. ● Supervise the design and delivery of customized learning programs for external audiences. ● Collaborate with external partners to enhance learning initiatives. 	<ul style="list-style-type: none"> ● CISDI's knowledge and learning platform continuously updated and improved. ● Customized learning programs. ● Partnership agreements.
Enhancing knowledge management system and tools	<ul style="list-style-type: none"> ● Develop and supervise the implementation and maintenance of knowledge management 	<ul style="list-style-type: none"> ● Functional knowledge management systems. ● User adoption metrics.

	<p>systems and tools.</p> <ul style="list-style-type: none"> • Promote the use of knowledge management tools across the organization. • Regularly update and upgrade knowledge management systems. 	<ul style="list-style-type: none"> • System update reports.
Internal Communications	<ul style="list-style-type: none"> • Develop and implement internal communications strategies to ensure effective information flow within the organization. • Manage internal newsletters and other communication materials. • Organize team meetings and information sessions to facilitate cross-organisation learning. • Curate and utilize the appropriate digital platforms to facilitate communication and information sharing. • Gather feedback from employees to improve communication practices. 	<ul style="list-style-type: none"> • Regularly published newsletters and other relevant internal information. • Evaluation reports for meetings and information sessions. • Employee feedback reports. • Improved internal communications metrics.
Internalizing Organizational Values and Policies	<ul style="list-style-type: none"> • Develop concepts for new hire onboarding programs and mandatory learning sessions for employees. • Develop guidelines and SOPs related to knowledge management and learning. • Coordinate and organize the development of SOPs of other departments. • Monitor and evaluate the effectiveness of onboarding and training programs. 	<ul style="list-style-type: none"> • Onboarding program. • Mandatory learning program. • SOPs. • Evaluation reports.
Improving workflow quality within each department and inter-department	<ul style="list-style-type: none"> • Identify opportunities to improve workflow quality. • Implement workflow improvement initiatives and monitor their effectiveness. • Facilitate cross-departmental collaboration to optimize processes. • Conduct regular workflow audits. 	<ul style="list-style-type: none"> • Improved workflow. • Evaluation reports.
Supervising, coaching, managing, and evaluating	<ul style="list-style-type: none"> • Determine individual staff KPIs and their measurement. 	<ul style="list-style-type: none"> • KPI Form • Individual development Plan

individual performance and capacity of knowledge and learning staff.	<ul style="list-style-type: none"> • Identification of internal capacity-building needs of the knowledge and learning team. • Coordinating the implementation of routine sharing sessions for the knowledge and learning team. • Provide ongoing coaching and feedback to team members. • Conduct performance review and professional development planning. 	<ul style="list-style-type: none"> • Internal sharing sessions. • Performance review reports.
--	---	---

IV. INTERNAL RELATIONS

	ROLE AND PURPOSE OF RELATIONS
INTERNAL	<ul style="list-style-type: none"> • All departments: Implementation of knowledge management strategy and internal learning program. • PHC and other relevant project unit: Implementation of the external learning program. • HC: Organizational learning, performance management. • Finance & Administration: Budgeting, procurement process. • IT Dev: Coordinated the development needs of digital products related to knowledge and learning management. • IAM: Subscription to app and tools.
EXTERNAL	<ul style="list-style-type: none"> • Vendors or partners: Outsourcing media production, media support or training, etc.

V. QUALIFICATIONS

A. MINIMUM QUALIFICATIONS

- Minimum bachelor's degree, preferably from the field of Knowledge Management, Information Science, Education, Learning and Development, or Business Administration.
- 4 years experience in a similar position.
- Knowledge or experience working with multiple projects or donors would be preferred.
- Interest and passion in knowledge sharing, learning, and organization development will be a big plus.

B. COMPETENCIES

Core Competency

- Integrity
- Adaptability
- Collaborating with Others
- Continuous Learning

Managerial Competency

- Developing Others
- Planning & Organizing
- Strategic Thinking
- Decision Making

Behavioral Competency

- Communication
- Analytical Thinking
- Critical Thinking
- Attention to Detail
- Problem-Solving
- Innovation

Technical Competency

- Needs analysis
- Development of knowledge management and learning system
- Knowledge of digital tools
- Learning module/material development
- Information management