



Practice Exchange Coordinator

Location:	Flexible, home based within the UK
Contract type:	Permanent
Working hours:	Part time - 14 hours per week (FTE 0.4) ¹
Grade:	C
Reporting to:	Programme Advisor - Practice Exchange
Responsible for:	N/A

Job Purpose:

Practice Exchange is at the centre of Family for Every Child's (Family's) Theory of Change. The Practice Exchange Coordinator is responsible for further developing, supporting and coordinating practice exchange activities, working towards Family's vision of bringing transformational change for children and families by strengthening programming across the Alliance and beyond.

The role of Practice Exchange Coordinator will facilitate the exchange of local Civil Society Organisations' (CSO) knowledge and expertise, strengthening the Alliance's capacity to evidence impact and influence others.

Scope and Limits of Authority:

The post holder is expected to organise their own day-to-day activities according to the overall priorities and timescales set, and to exercise sound judgement in many critical decision-making areas.

- Purchase delegation of £1,000; invoice approval delegation of £2,000
- This role does not have budgetary responsibility but will input into planning for relevant practice exchange budget lines
- Contracting and managing consultants and interpreters
- This role does not have line management responsibility

Key Responsibilities:

Practice Exchange - Supporting Strategy & Planning

- Supporting the Programme Advisor - Practice Exchange to implement the practice exchange strategy, and when necessary the development of new practice exchange activities and products
- Inputting into thematic planning of practice exchange products and activities

Practice Exchange - Supporting Monitoring & Evaluation

- Supporting Monitoring & Evaluation processes for the practice exchange portfolio and members' evaluation efforts

Practice Exchange - Supporting CSO Practice & Learning

¹ There is an expectation that regardless of time zone the job holder will need to work flexibly to support work with colleagues in different time zones including occasional work outside normal working hours.



- In consultation with members and Secretariat colleagues, developing practice exchange outputs and content for:
 - Multimedia outputs including video, visual summaries and briefing papers (How We Care series)
 - Practitioner Guidance Papers including curating member content and drafting papers
 - Podcasts including developing scripts, facilitating and editing recordings
 - Webinars and online workshops including planning content, coordinating speakers, with delivery via Zoom to multilingual internal and external audiences, and editing of recordings
 - General support to the delivery of practice exchange outputs
- Coordinating production and publication of the above outputs, in liaison with external suppliers (includes proofreading, design, translation/interpretation)

Practice Exchange - Supporting Communications

- Working with the communications project team to develop communications strategies for our practice exchange outputs
- Supporting members in self-documentation of their work through the mentorship of a documentation consultant
- Proactively progressing practice exchange activity via Family's digital 'Changemakers for Children' community platform

Cross Team and Cross Secretariat Responsibilities

- Acting as a focal point for specific members
- Building, maintaining and developing relationships with colleagues across all teams in the Secretariat, contributing to the delivery of the Alliance mission and Family for Every Child's strategy
- Contributing to cross-team work as needed and cross Secretariat project teams
- Establishing and maintaining efficient administration systems, including digital filing
- Undertaking any other reasonable duties or projects as required to support the work of the Secretariat

Self Management

- Working in a results focused, open and collaborative way with agility, flexibility and a 'can do' mentality, enabling colleagues to thrive in a remote working environment

The Key Responsibilities above set out the priorities for this role which will shift and develop to respond to the evolving nature of Family for Every Child.

Family for Every Child is evolving and with an ever increasing membership the role of the Secretariat has to adapt and respond to the changing needs of the members and its strategy. This has an impact on each and every role within the Secretariat, therefore flexibility is key and the ability to respond to change, shift responsibilities and work collaboratively underlies the approach all staff need to take.

Person Specification & Behaviours:



Education, qualifications, knowledge and experience

Essential

- Educated to UK Degree level (international Level 6) or equivalent qualification ideally in international development, knowledge management, social sciences, civil society, (or a related subject)
- Demonstrable experience using (or supporting others to use), developing and strengthening different practice exchange/knowledge management systems and tools, traditional and digital
- Experience turning technical documents and data into accessible and engaging “products” (e.g. for external dissemination, using latest technology)
- Experience of effectively coordinating different stakeholders through the whole practice exchange process, which includes systems and people
- An understanding of the international development sector, and knowledge of key issues in child protection and child care, in different regions
- Experience of working remotely or with remote-working colleagues and of working as part of an international culturally diverse team
- A high level of English fluency with excellent English written ability to develop complex documents, presenting information clearly for both internal and external use
- Experience of using Adobe applications such as InDesign, photoshop etc.
- Experience of using software to edit video and audio files

Desirable

- Experience of helping facilitate participation within a network or alliance, preferably of CSOs
- Experience of working with local CSOs, acknowledging the challenges such agencies face in their day to day work
- Experience supporting program design and implementation and in developing learning agendas for programmes
- Knowledge of online learning and consultation tools
- Experience supporting M&E processes
- Experience of facilitation/moderation in either face-to-face or online environment
- Experience of working within a network organisation
- Experience of working with Google Apps

Skills and personal attributes

Role specific skills

- Ability to work across different actors, cultural contexts, technical areas
- Demonstrable skill in working with external partners and bringing several stakeholders together for a common goal
- Active listener, engaging people in a solution focused dialogue
- Strong facilitation skills and understanding of group dynamics and network dynamics
- Diplomacy and ability to challenge when needed with constructive feedback
- Ability to analyse complex data and present this in an accessible and brief way



- Ability to work independently and across multiple portfolios and subject areas at the same time
- Respectful, empathetic and supportive approach to work with national civil society organisations, which seeks to identify and build on strengths, and acknowledges the challenges such agencies face in their day to day work

The following skills and personal attributes are expected of all staff

- Flexible and adaptable; willing to contribute to other streams of work and across teams
- Highly skilled communicator, in different formats, and capable of working across languages and cultures (using translation and interpretation support as relevant)
- Flexibility to work outside typical working hours and across time zones, especially in relation to line management responsibilities and to support cross team working
- Highly organised and self-motivated, able to manage and deliver on multiple concurrent tasks
- Competent IT proficiency across a range of packages, able to learn quickly and troubleshoot problems independently
- Ability to use initiative and work without close supervision, working both as part of a team and as an individual
- Excellent command of English (oral and written) is a must, but working knowledge of Spanish, Portuguese, or French is appreciated to broaden the range of language skills within the Secretariat

This role requires travel

- Willing to travel internationally if needed - as much as 1-2 weeks per year.
- Ideally located within easy travelling distance to an international hub airport.