

Better Care Network (BCN)

A Project of Tides Center

Job Title: Knowledge and Community Manager

Reports to: Executive Director

FLSA Status: Exempt

Prepared date: 12th May 2025

ABOUT BCN

The Better Care Network (BCN) is an interagency initiative that facilitates global information exchange and collaboration among the growing number of organizations, governments, community groups, and individuals working to strengthen children's care around the world. BCN's core purpose is to inform and influence global action for children without adequate family care and, as a dynamic interdisciplinary global network of organizations and individuals, share learning from the global to the local level to generate momentum and drive systemic change.

Today BCN is recognized as the preeminent global information hub and convener to influence action for children without adequate family care. The BCN website is the largest global collection of key research, tools, events and other documentation on issues related to strengthening family care and alternative care, designed to support academics, policymakers and practitioners alike. BCN convenes the Transforming Children's Care collaborative (TCC), established as the primary convening mechanism to facilitate sector wide and cross sectoral collaboration to advance children's care.

POSITION SUMMARY

The BCN Knowledge and Community Manager plays a critical role in supporting knowledge sharing and exchange globally as part of the BCN team, supporting the effective functioning of the Transforming Children's Care Global collaborative platform as well as the management and development of BCN's knowledge platforms, particularly the BCN website, the world's largest online library of resources on children's care, accessed in over 200 countries and territories. They work under the supervision of the BCN Executive Director and in close coordination with the BCN Senior Technical Adviser and the BCN Senior Advisor on Evidence and Learning.

The post is an exempt position. Exempt employees are expected to work the appropriate and necessary time in order to complete key assignments and related tasks on schedule.

Knowledge Management Responsibilities (60%)

The Knowledge and Community Manager will lead the day-to-day operations of BCN's knowledge management platforms, with a particular focus on the BCN website, the largest global online resource on children's care, and the BCN newsletter. Responsibilities include:

- Managing and expanding BCN's online resource database, including the Online Library of Resources, the Practitioner Hub, Country Pages, and Directory of Organizations, by regularly

identifying, reviewing, and uploading new and relevant articles, reports, tools, videos, news, events, job postings, case studies, and other materials.

- Organizing and categorizing content to ensure accessibility and alignment with BCN's strategic priorities and thematic areas, and that knowledge resources are properly indexed, searchable, and updated.
- Supporting the continuous development and improvement of the BCN website's functionality, design, and structure, in coordination with web developers, to enhance user experience and ensure knowledge tools are accessible and user-friendly.
- Maintaining and enhancing BCN knowledge-sharing platforms and supporting selection, development, or adaptation of KM tools and technologies.
- Supporting the development of Country Care Snapshots on the BCN Website, working closely with the BCN Evidence and Learning Senior Advisor, by entering relevant data, liaising with in-country partners, reviewing reports, and extracting key indicators from household surveys through automated or manual methods.
- Collaborating with BCN Senior Advisers to create accessible educational and training materials that promote good practice and learning on alternative care.
- Contribute to development of BCN reports, videos, and other learning products as needed, including reviewing and editing content, sourcing photos and other design assets, and providing other support.
- Monitoring and analyzing website traffic, user engagement, and resource use to inform future content and platform improvements.
- Contributing to the development and distribution of the BCN Newsletter, including collecting, reviewing, and summarizing resources and collaborating with partners on joint editions.
- Coordinating and contributing to BCN's social media platforms, including leading on the organisation's strategy for social media and its implementation.
- Overseeing vendor relationships related to website maintenance, design, and other IT services, ensuring timely delivery and alignment with project goals.
- Providing operational support including processing contracts and invoices, responding to and redirecting inquiries and contributing to grant reporting through the collection and analysis of relevant data and web analytics.

Community Management Responsibilities (30%)

In this component of the role, the Knowledge and Community Manager will support the work of the Transforming Children's Care collaborative. They will serve as the focal point for member engagement and coordination, lead the development of communication and outreach materials, promote the growth and effective functioning of the TCC collaborative through strategic networking, inclusive and participatory processes, and strong communication practices that promote transparency and accountability. This includes documenting key decisions, tracking progress on agreed activities, and proactively identifying and addressing emerging challenges. Key responsibilities include:

- Proposing and implementing innovative solutions to support effective internal and external communication across the TCC collaborative and its working groups and other mechanisms.
- Leading outreach efforts to promote participation in the TCC collaborative and its working groups, expanding engagement across the sector.
- Serving as the primary point of contact for platform members, responding to queries and fostering open, inclusive, and effective engagement.

- Promoting and facilitating information-sharing among members by encouraging the exchange of updates, responding to inquiries, and connecting members with shared interests or areas of expertise.
- Preparing and disseminating regular communications and updates to keep members informed, engaged, and aligned with the Collaborative's objectives.
- Supporting the coordination of virtual meetings for both smaller working groups and the broader coalition, including scheduling, agenda-setting, follow-up on action items, and assisting working group chairs as needed.
- Supporting the delivery of the TCC Webinar Series and other virtual events, including agenda development, liaison with speakers and moderators, managing webinar logistics (e.g. Zoom platform, registration), promotional communications, and providing live technical support.
- Facilitating participation by organizing interpretation services as needed.
- Proactively identifying and addressing operational or communication challenges, proposing practical solutions, and supporting follow-through on commitments and collaborative activities.
- Monitoring and tracking user engagement for reporting and learning purposes by the community.

Other Duties and Responsibilities (10%)

- Participate in developing, implementing, and reporting on BCN's work plans and budget.
- Contribute to the development of BCN's strategic plans and reviews.
- Support other operational and administrative processes such as documenting activities and progress on deliverables, contributing to the writing of grant reports, and supporting team collaboration and coordination.
- Facilitate the development and management of organizational records and relevant databases.

EDUCATION AND EXPERIENCE

Required:

- Bachelor or Master levels degree in a relevant field such as social work, international development, international human rights law, communication, knowledge management, data science or another related discipline.
- Minimum of five (5) years of professional experience in knowledge management, documentation, or learning in child care and protection or related sectors.
- Demonstrated experience in outreach and communication with diverse partners across different contexts, organizations, and stakeholder groups.
- Strong skills in documentation, information organization, and digital content management.
- Proficiency with knowledge management platforms and collaboration tools.

Desired:

- Experience working in child protection or relevant social services in both developed and developing contexts.

- Experience collaborating with technical networks or professional communities of practice.

KNOWLEDGE, SKILLS AND ABILITIES

Required:

- Proficiency in managing and developing content for digital platforms, including websites, online community of learning, newsletters and social media.
- Strong understanding of key issues in child rights, alternative care, and child protection at national, regional, or global levels.
- Proven ability to foster collaboration and coordination across organizations, networks, and multi-stakeholder initiatives.
- Capacity to work independently and within a small team, demonstrating strong problem-solving and critical thinking skills.
- Excellent written and verbal communication skills, with the ability to engage effectively across diverse audiences and sectors.
- Competence in strategic planning and organizational development.
- Proven English writing and editing skills.
- Willingness and ability to travel up to 5–10% of the time (locally, domestically, and internationally).
- Ability to work remotely and outside of standard office hours, including evenings and weekends when required, to accommodate global collaboration.

Desired:

- Proficiency in additional languages, particularly French or Spanish, is a strong asset.

ORGANIZATIONAL RELATIONSHIPS

Contact	Frequency	Purpose
Executive Director	Daily, as needed	Report to the Executive Director and work closely with her/him to deliver on core functions
Senior Technical Adviser, Senior Advisor on Evidence and Learning, Consultants & Contractors	Daily, as needed	Work closely with, coordinate and share relevant information with other team members, and oversee consultants & contractors for related work
Tides Human Resources	As needed	Coordinate human resource and team support needs
Tides Finance	As needed	Support financial processes and reporting
BCN Advisory Board and Member Organizations	As needed	Support network coordination and project collaboration
External Key Contacts (e.g., INGOs, donors)	As needed	Partnership development, knowledge exchange, and external communications

PHYSICAL DEMANDS

This is primarily a desk-based role requiring minimal physical exertion. Occasional lifting of light materials (e.g., boxes of papers up to 15–20 pounds) may be required. The position involves constant use of a computer and standard office equipment such as printers and scanners. Periodic travel, including international travel across multiple time zones, may involve jetlag, long working hours, and limited rest.

WORK ENVIRONMENT

The Better Care Network (BCN) currently operates remotely. The post holder is expected to work from home with appropriate internet connectivity. A transition to a shared office environment may be considered at a later stage. Given BCN's global scope, work may occasionally require irregular hours, including early mornings, evenings, or weekends. Travel-related work will typically occur in hotel rooms, partner offices, or conference venues.