



## Knowledge Management Coordinator

<b>Location:</b>	Flexible, home based <sup>1</sup>
<b>Contract type:</b>	Permanent
<b>Working hours:</b>	Part time (0.6 FTE)
<b>Grade:</b>	C
<b>Reporting to:</b>	Membership and Networking Manager
<b>Responsible for:</b>	N/A

### Job Purpose:

To advance Family's work on knowledge management, strengthening the Alliance's capacity to transform information into knowledge, which both informs our own joint work and is used 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
- Contracting and managing consultants and interpreters as needed

### Key Responsibilities:

#### Knowledge management

- Working across Family (Secretariat team and wider membership, both face to face and virtually), strengthening connections and systems to transform information into knowledge that influences the programme practice of both members' and other key actors
- Supporting Family to develop and test new approaches, systems and tools for effective knowledge management and dissemination, that are relevant to our networking/alliance model
- Contributing to Family's strategy and action to generate and/or identify evidence of the impact of our work, with strong links to our research, advocacy and monitoring, evaluation and learning work
- Coordinating the Secretariat's efforts to synthesise and disseminate the evidence of our work through the most appropriate digital or traditional channels including curating the Member Resource Library on the Members' Site
- Contributing to further develop our capacity to manage AgileCase (our KM database)

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<sup>1</sup> The post holder will be employed by Family For Every Child and must therefore ensure that they have the legal right to work within the county they are based. Family For Every Child does not support applications for working visas. We require proof of entitlement - visa and/or passport - and we will need a signed declaration for tax and social security purposes in order to ensure we comply with local legislation. Should the tax and or employment legislation within the country you are based prohibit Family For Every Child from employing you directly then we reserve the right to withdraw an offer of employment.



### **Member Journey**

- Contributing to the growth and expansion of the Alliance through member engagement and communications, networking/developing the wider network, learning and sharing forums, events or reviews
- Contributing to all aspects of the Member Journey, from scoping, orientation, through the relevant reviews, evaluations and transitions, as required

*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. 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, social sciences, knowledge management or a related subject
- Strong demonstrated understanding in linking robust research and learning to practical action, from design through to dissemination and use
- Demonstrable experience using (or supporting others to use), developing and strengthening different knowledge management systems and tools, traditional and digital
- Understanding of CRMs and how they are used
- Experience turning technical documents and data into appropriate “products” (e.g. for external dissemination, using latest technology, social media, etc.)
- Experience of engaging professionally with researchers from universities and research organisations
- Experience of effectively coordinating different stakeholders through the whole knowledge management process including systems and people

#### **Desirable**

- Knowledge of research methods and online learning and consultation tools
- Experience of using CRMs, supporting colleagues to develop their capacity and use of relevant CRM tools
- Experience supporting program design and implementation and in developing learning agendas for programmes
- An understanding of the international development sector, and knowledge of key issues in child protection and child care, in different regions
- Experience of working within a network organisation
- Experience of working with Google Apps
- Experience of working remotely or with remote-working colleagues and of working as part of an international team

### **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
- 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
- Bringing a results focused, open and collaborative way of working to all you do to include agility, flexibility and a 'can do' mentality, supporting colleagues to thrive in a remote working environment.
- 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, including where needed the possibility to work up to two hours per day between 9am and 12.30pm UK time
- 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, Russian, Arabic or French is appreciated to broaden the range of language skills within the Secretariat

**This role requires travel**

- Willing to travel internationally when needed - as much as four-six weeks (40+ days) per year including team/Secretariat meetings in the UK
- Ideally located within easy travelling distance to an international hub airport