# Knowledge Management Support,

## International Policy Centre for Inclusive Growth (IPC-IG)

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| **Location:** | Brasilia, BRAZIL |
| **Application Deadline:** | 06 August 2019 |
| **Type of Contract:** | SC / SB3-1 |
| **Languages Required:** | English |
| **Starting Date:** | 1st October 2019 |
| **Duration of initial contract:** | 12 months with possibility of extension |

## Background

The International Policy Centre for Inclusive Growth (IPC-IG) is a joint project between the United Nations Development Programme and the Brazilian Government to facilitate South-South Cooperation on key development issues. The Centre carries out applied research and its ultimate goal is to generate knowledge resources to the global development community.

Within a broad partnership framework regarding knowledge-sharing on social protection, initiated by the G20 Development Working Group, the IPC-IG is contributing towards a multi-dimensional policy agenda, building on its renowned global outreach and advocacy portfolio. One of the IPC-IG's key offerings is the support to knowledge-sharing and capacity building on current practices as well as forward-looking social protection policy innovations in low and middle-income countries through policy dialogue and support to comparative research.

The platform socialprotection.org was launched on the 12th of September 2015. This member-based online platform is dedicated to social protection, which is a policy approach that impacts millions of poor and vulnerable people worldwide. The goal of socialprotection.org is to foster knowledge-sharing and capacity strengthening on efficient social protection policies and programmes, by drawing on the experiences of low-income (LICs) and middle-income (MICs) countries.

The platform is financially supported by the Australian Department of Foreign Affairs and Trade (DFAT) and Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) GmbH on behalf of the German Federal Ministry of Economic Development and Cooperation (BMZ). Since its launch,

socialprotection.org has gathered more than 4,200 members and amassed over 4,600 publications. It has organized over 70 webinars in cooperation with a wide range of partners, and hosts over 40 multi-language Online Communities.

The Centre is currently recruiting a Knowledge Management Support to assist the knowledge-sharing and capacity building activities for the socialprotection.org project, which includes a Drupal and a Moodle-based platform, as well as different communication channels, such as social media, email campaigns and a monthly newsletter. The selected candidate will also be responsible for the management of content, discussions and networking space in multiple languages.

The job provides an exciting opportunity for a person with excellent communication and strategic management skills, experience in social protection, as well as in south-south and triangular cooperation, to grow and interact with colleagues in an international institutional environment committed to inclusive growth.

## Duties and Responsibilities

Under the substantive guidance of the Senior Project Officer, and in accordance with the UNDP Brazil Country Office's policies and guidelines, the Knowledge Management Support is expected to ensure timely and high-quality delivery of the following:

**Knowledge management and communications support to the online platforms:**

- Provide overall support to socialprotection.org's knowledge exchange activities, such as Online Communities, Webinars, Content management and e-learning activities;
- Update and manage the administrative structure of the online platforms;
- Map, classify and include relevant content on the platforms, particularly news, publications, stakeholders and events;
- Assist the IPC-IG's Social Protection team in mapping social protection frameworks across the developing world;
- Support to Online Communities, including liaison with members and organizers, dissemination of documents and technical support, as well as reports of its results;
- Foster and encourage discussions and other knowledge-sharing activities in the platform's Online Communities;
- Organize and disseminate Webinars, including training of participants, liaison with panellists, elaboration of documents and dissemination campaigns on social media, as well as reports of its results;
- Support to members, including maintaining the user-engagement list, sending the welcome message and checking and answering the email account contact@socialprotection.org;

- Support to the ambassador's programme;
- Support e-learning activities, including training of participants, elaboration of documents and dissemination campaigns on social media, as well as reports of its results;
- Assist with the design and production of content and updating of the webpages and social media;
- Assist with the inclusion of Programme Profiles on the platform, including referenced publications;
- Assist with the design and production of varied communications materials, including periodical newsletters and weekly clippings;

- Support the production of photo, video, graphic and multimedia materials;
- Update the platform's home page, as well as provide support with clippings and mapping of content to update it;
- Provide support for social media campaigns, including the design of the posts and scheduling on different channels;
- Assist with the maintenance of the blog feature;
- Support the elaboration of annual and monthly reports as needed, including assisting on data collection and analyses of Google Analytics and other sources;
- Provide inputs and information for the elaboration of communications and user-engagement strategy, based on the analysis of target audiences, stakeholders and data on website usage and audience;
- Identify opportunities and challenges for strategic partnerships through constant stakeholder mapping and networking;
- Contribute to the development of socialprotection.org's user and administrator guidelines and help section for the platform, as well as training materials;
- Support capacity-building activities for members, interns and online volunteers;
- Elaboration of institutional documents, including reports, email templates, campaigns.
- Collaborate with Management and the IT team in developing strategies to identify and meet the demands of users regarding information and training;
- Assistance to the IPC-IG's teams as required;
- Provide translation, editing and proofreading support.


## Competencies

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*Corporate*
- Demonstrates integrity and fairness, by following the UN/UNDP's values and ethical standards;
- Demonstrates discretion and reliability in handling confidential matters;
- Promotes the furthering of the IPC-IG's vision, mission and strategic goals;
- Displays cultural, gender, religion, race, nationality and age sensitivity and adaptability.

*Functional*
- Good level of technical report writing skills;

- Proficient at multi-tasking and motivated by results;
- Responds positively to feedback;
- Good interpersonal skills and ability to establish and maintain effective partnerships;
- Willing to work under pressure, with online/telecom supervision.

*Knowledge Management and Learning*
- Ability to strongly support and build knowledge products;
- Demonstrates strong oral and written communications skills;
- Experience in building client relationships with strong networking and advocacy skills;
- Seeks and applies knowledge, information and best practices both within and outside of the IPC-IG.

*Judgment/Decision-Making*
- Mature judgment and initiative;
- Client-oriented perspective focused on impacts and results;
- Independent judgment and discretion in advising on handling major policy issues and challenges.

## Required Skills and Experience

### *Essential*

- University Degree in Communications, Social Sciences, Development Studies, International Relations, Education or related fields;
- 2 years of professional or academic experience in knowledge management, and/or communications, and/or content management, and/or e-learning.
- Proficiency in written and spoken in English and Portuguese;
- Professional or academic experience with online-platforms, and/or social media and/or online communities;

### *Desirable*

- Post-Graduation (lato sensu or stricto sensu) in Social Sciences, Humanities, Communications, Development Studies, Information & Knowledge Management, e-learning, Technology and Innovation Management or related area;
- Experience with Drupal and/or Moodle-based platforms, and/or content management systems;
- Experience with Google Analytics;
- Experience with design softwares, such as InDesign, Photoshop or Canva;
- Working or academic experience in development and/or social policy areas;
- Experience in translation services and/or proofreading;
- Working knowledge of Spanish and/or French.

## Application and Selection Process

Applicants must send a P11 form* to operations@ipc-undp.org quoting **"Knowledge Management Support"** in the subject. The IPC-IG strongly encourages sending the following extra documents in the application for consideration:

- Cover letter;
- Signed recommendation letter.

**All documents must be submitted in English.** Applications sent after the deadline will not be accepted.

*The **Personal History Form** (P11) is available for download at:
http://www.br.undp.org/content/dam/brazil/docs/RH/undp-br-P11-2016.doc

Please note that only applicants who are short-listed will be contacted.
This is a national Service Contract position within the IPC-IG/UNDP. International candidates will have to submit proof of Brazilian work permit if selected for this position.

**The United Nations Development Programme is committed to achieving workforce diversity in terms of gender, nationality and culture. Individuals from minority groups, indigenous groups and persons with disabilities are all equally encouraged to apply. All applications will be treated with the strictest confidence.**