**Job Advert**

Job Title: Knowledge Management and Communications Facilitator

Reports to: Knowledge Management and Communications Advisor

Reporting Line: None

**Location:** One position available in each of the following locations (Jigawa, Kaduna, Kano, South East Hub - Enugu, South West Hub – Lagos); moderate travel to other programme locations; Applicants must specify the location they are applying for

**BACKGROUND**

The Partnership to Engage, Reform and Learn (PERL), a five-year DFID-funded programme that started in 2016, will support the development of stronger public sector accountability to deliver public goods and services required for poverty reduction and growth, including to women and girls by strengthening links between governance reforms and service delivery. The PERL programme has moved from the ‘transactional’ approach to technical assistance (TA) with a new emphasis on problem-driven working that is guided by a ‘transformational’ approach, increasingly focused on outcomes and tangible improvements in the delivery of services and goods to citizens. The programme is delivered through three pillars who plan and work together. The first pillar works with government, while the second pillar works with people, and the third pillar focuses on learning and advocacy.

The first pillar, Accountable, Responsive and Capable Government (ARC), supports the strengthening of processes, practices and capabilities within government to ensure more accountable and effective use of public resources. ARC therefore responds to the long-term challenge by supporting ‘more accountable, effective, and evidence informed governments, that prioritise the sustainable delivery of public goods and services that meet citizens’ needs’ at the state level, through regional reform hubs and at the federal level. Our facilitation team leads the process of engagement with government – identifying viable issues which have clearly defined outcomes related to improvements in service delivery and core governance reforms and where there is strong evidence of political buy-in. ARC works closely and often jointly with Pillar 2, the Engaged Citizens Pillar, and Pillar 3, the Learning, Evidencing and Advocacy Partnership.

**SUMMARY OF ROLE**

The Knowledge Management and Communications Facilitator will be responsible for facilitating strategic and proactive delivery of all Knowledge Management and Communications related activities at the location. The facilitator will ensure that Knowledge Management and Communications systems, processes and tools are well embedded and will support programme wide capacity to deliver identified outcomes. The KMC Facilitator will also support the delivery of location specific work plan activities.

**RESPONSIBILITIES**

* Lead implementation of the programme Knowledge Management and Communications (KMC) systems, strategy and processes at the delivery location including providing support to developing location specific KMC plans and strategies that respond to Programme objectives;
* Works proactively to support the identification, creation and production of KMC outputs: documentation of results, success and impact stories; periodic case studies, reports, newsletters, web and social media content, etc.;
* Facilitate use of KM tools and techniques within the programme as well as amongst external partners and stakeholders;
* Coordinate KMC and Learning activities between the location and central KMC/MEL teams, other pillars, partners and stakeholders;
* Support programme wide learning, adaptation and strategic communication, identifying, sharing and facilitating adoption of good practices and lessons;
* Working with the central team support cross-learning across the programme and with partners – supporting activities to sustain internal and external Communities of Practice and other peer learning platforms;
* Supporting the development and implementation of the programme and location specific knowledge dissemination plan – leading dissemination of KMC outputs/products to identified stakeholders, cataloguing delivery location outputs, managing flow of information, maintaining distribution lists and tracking reach;
* Collaborate with the MEL team to support MEL specific activities programme wide and at the delivery location, including monitoring, evaluation and harvesting and tracking of results;
* Support the maintenance and effective operation of the programme M&E Management Information System (MIS) as well as regularly updating the status of progress markers;
* Ensure adherence to the programme quality assurance standards and DFID guidelines for all ARC products (including reports, booklets, manuals, leaflets, posters, banners, documentation for the ARC SharePoint, website and social media newsletters, etc.);
* Support annual work planning, programme reviews and reporting of programme activities collating all information required and ensuring all information required are adequate and in appropriate formats;

**Qualifications and Experience:**

* Minimum Bachelors degree in Social Sciences or any other relevant field, a Masters degree in a relevant discipline would be an added advantage
* Minimum of 5 years work experience with at least 3 years in a development programme or NGO, development communications or knowledge management

**Job Knowledge**

* High skills and competencies in communicating development results and developing high quality content for a targeted audience and range of stakeholders
* Sound information technology skills (proficiency in MS Office, applications for design, photoshop, web-based content management systems and other communication-related software)
* Strong skills in good range of the following: writing, analysis, graphics, design website and web content development, social media, advocacy, brand development, audio-visual production, reporting, editing
* Good understanding of governance reform issues, policy formulation, learning and adaptive programming, complexity of institutional change and knowledge political context of specific delivery location
* Fluency in written and spoken English, and knowledge of a major Nigerian language would be an advantage
* Sound analytical skills and attention to detail
* Strives for continuous learning and self-development
* Good project management and coordination skills; understanding of the delivery, monitoring and evaluation of programmes

**Functional Competencies**

* Identifies and disseminates relevant resources, information and tools to various audiences; selecting appropriate materials to strengthen reach to partners and stakeholders towards programme objectives
* Creates visibility and promotes awareness for the programme outputs, tools and materials
* Builds strategic partnerships and maintains positive and effective communication with partners; plays a leading role in sustaining external relationships with partners
* Maintains and enhances visibility of the programme, identify and manage risks, strengthening reputation of the Programme
* Facilitates organizational learning and knowledge sharing across the programme
* Identifies opportunities for improving organizational effectiveness and manages diverse activities, promoting inventiveness

**Behavioural Competencies**

* Excellent written and oral communication skills
* Strong inter-personal skills and ability to forge good working relationships
* Results-oriented, takes initiative and enables team work
* Creativity and innovation, flexible and adaptability to change – maintaining work effectiveness in new situations

**Application Method:**

Candidates who meet the above requirements should submit a cover letter and an updated CV to ng\_recruitment@dai.com. Application deadline is **Thursday 28th August 2018**. The subject of the mail must contain **Knowledge Management and Communications Facilitator** and **Location being applied for**. Only shortlisted candidates will be contacted for interview.