



Job Title: Knowledge Manager
Department: Communications & Marketing
Reports To: VP, Communications & Marketing
FLSA Status: Exempt
Salary Grade: 3 (\$50,000 - \$60,000 Annually)
Prepared Date: May 11, 2021
Application Deadline: June 11, 2021
Anticipated Start Date: July 6, 2021
Approved By: CEO
Approved Date: May 14, 2021

SUMMARY

The Knowledge Manager role is responsible for expanding iDE's ability to learn, adapt, and communicate, internally and externally, through the development of shared knowledge systems and practices. iDE is a highly decentralized ecosystem of over 1,200 staff who are passionate about innovation and entrepreneurship. Our culture of failing fast, reflecting, and sharing is fertile ground for innovation that can be accelerated and harnessed by a systems thinker. We're seeking an experienced Knowledge Manager to take on this exciting challenge.

This role reports to the VP, Communications & Marketing, and collaborates with other headquarters departments and country offices.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following:

Knowledge Management and Organizational Learning -

- Start with assessment of current knowledge management systems in place and build a roadmap toward more integrated systems with the highest possible adoption. Develop a Knowledge Management strategy. Consult with heads of departments and country offices to understand needs and barriers. Collaborate with key headquarters departments on identifying priorities and creative solutions.
- Coach country office teams and headquarters teams in the skills they need to adopt new and current knowledge systems. Develop incentives for staff to contribute to knowledge management within their job function. Create tools that teams can use. Provide direct support or build capacity of program staff as needed.
- Opportunities to deliver the Knowledge Management strategy may require new routines and spaces as well as focus on file management protocols, a learning platform, project management software, and a cross-organization library.
- Support "Playbook to Thrive" which is our collective strategy to create an enabling environment for continuous innovation and improvement across iDE's global footprint. Playbook is made up of numerous individual Plays selected by our Country Offices. The Knowledge Manager has a central role by capturing and archiving the results of individual Plays.

Communications and Projection of Thought Leadership -

- As a member of the Communications & Marketing team, collaborate with team members to highlight the best stories and most exciting achievements and themes across the organization to be disseminated internally and externally. Create external knowledge products that share lessons learned from projects and programs.
- Proactively engage all headquarters departments to collect and collate documentation on iDE's thought leadership, evidence-based stories, and technical programming. Ensure information is accessible for business development and fundraising efforts. Identify opportunities for greater organizational learning, evidence base building, and thought leadership.

SUPERVISORY RESPONSIBILITIES

No staff supervisory responsibilities; occasional supervision of interns if the KM deems interns needed.

BEHAVIORS & COMPETENCIES

- Relational: Can motivate and inspire people, understands incentives, and how to influence people
- Analytical: Can create organizational systems, clear analytical thinker and strategist
- Creative: Can develop training programs that engage people

GENERAL REQUIREMENTS

- Fluent in English, knowledge of another language is a plus
- Bachelor's Degree in international development or another relevant field
- 3-5 years of experience in knowledge management or other relevant role
- Excellent verbal, intercultural and interpersonal communication skills
- Clear, concise writing skills
- Ability to execute day-to-day tasks and work independently
- Good entrepreneurial work ethic and a desire to "get the job done"
- Willingness to share own ideas with colleagues and partners at every level
- Ability to prioritize and follow through effectively
- Highly organized and capable of multitasking
- Experience working in fast-paced environment and across multiple time zones and languages
- Proven ability to meet deadlines
- Highly detail oriented
- Excellent problem-solving ability
- Sense of humor and a can-do attitude
- Enthusiastic with a sincere interest in the goals of the organization

Software Fluency Required:

- Microsoft Office
- Google Suite

Software Experience Preferred:

- Salesforce
- Google Analytics
- HTML
- Project Management

LANGUAGE/MATHEMATICAL AND REASONING SKILLS

- Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations, write reports, business correspondence, and procedure manuals, to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

- Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimal, to Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.
- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

CERTIFICATES, LICENSES, REGISTRATIONS

None

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to stand; sit; and use hands to finger, handle, or feel. The employee is occasionally required to walk. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.

OTHER

- Equipment used: all office equipment
- Access stairs, elevator
- International Travel
- Variable Work Hours/Shifts