ICMPD Job Profile

KNOWLEDGE MANAGEMENT OFFICER[1] - SKEI

Organizational Setting

The Strategy, Knowledge, Evaluation and Impact (SKEI) Unit of the Directorate of Policy, Research and Strategy (PRS) provides technical expertise and services that support and meet ICMPD's organisational need for:

- Strategy and strategy execution plans (SEP), including results based management and results architecture;
- Monitoring, evaluation and learning (MEL)-based design, implementation, monitoring and learning, evaluation of results and learning, including, theories of change, MEL frameworks and related tools;
- A Knowledge Management (KM) hub that develops and supports guidance, tools, resources and supporting systems to ensure effective institutionalisation and deployment of ICMPD's informational assets.

Main Purpose

Under the supervision and guidance of the Head of SKEI, the Knowledge Management Officer (KMO) will be responsible for playing a central role in strengthening knowledge management (KM) functions across the organisation. KM functions aim to support ICMPD's organisational need for a comprehensive approach to KM able to identify, capture, organise, manage and deploy its expertise and other key informational assets a as well as KM policies and good practices that support organisational management, strategy, effectiveness and results. S/he is responsible for the development, implementation, support, review, and improvement of the organisational-level KM framework and professional KM processes across the organisation. S/he collaborates with other ICMPD KM experts and receives targeted support from the SKEI Unit in these activities.

Role

The leading aspect of the KMO role is further development, operationalisation and guidance of a solid KM framework and approach for ICMPD. Another key aspect of this role involves developing and maintaining relationships with ICMPD KM focal points and other engaged staff to enrich and support the KM framework and good practices across the organisation. S/he coordinates ICMPD KM focal points, experts, and practitioners into a KM Community of Practice (COP). S/he provides expertise and guidance at the organisational level which project teams and staff in all ICMPD entities can use to build and embed KM into their projects, programmes, and other initiatives. This includes assisting with the design and operationalisation of KM to contribute to MEL, results-based management, and evidence building across the organisation.

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[1] This project profile is classified at IP3.

Functions / Key Results Expected

- Develop, coordinate, implement, review and improve ICMPD's KM policies, procedures, processes, practices, products and activities aimed at engaging the organisation's informational assets efficiently and effectively.
- Plan and organise processes for the production of organisational-level KM resources and products needed to support comprehensive KM good practice, including capture, organisation, management, and use of ICMPD informational assets.
- Develop organisational level guidance that project and programme teams can use to introduce KM good practices into their projects and initiatives.
- Produce, operationalise, and disseminate KM tools and resources as well as KM trainings on and implementation of KM tools and resources, including for the KM COP, to ensure their continued use and improvement.
- Lead the organisation and coordination of ICMPD KM focal points, experts, and practitioners via a KM COP, focussing on KM skills building, exchange and transfer.
- Working closely with the Head of SKEI and the SKEI team, develop and deliver KM components, embedding KM activities in core processes and capturing synergies between KM, MEL, RBM and communications work streams as part of the ICMPD KM strategy and practice.
- Contribute to the development of the SKEI Unit as a KM hub to support ICMPD in building and deploying knowledge and expertise to meet key migration challenges and develop innovative solutions to current and/or ongoing migration issues.
- Contribute to the alignment of ICMPD's programmes, projects and processes with its strategic framework and its results architecture.

Required Expertise

- Ability to examine and re-engineer operations and procedures, interpreting operational needs, formulating policies and developing and implementing KM procedures and tools.
- Demonstrated experience with multiple, sophisticated, professional KM approaches, policies, good practices, systems designs and methodologies, including innovative KM analysis and deployment techniques.
- Capability to promote KM measures in project/programme design and implementation.
- Demonstrated understanding and ability to develop effective KM tools.
- Analytical thinking and ability to integrate new approaches and innovations.
- Capability to build strategic networks and partnerships to establish goals, objectives, and action plans.

Qualifications, Experience and Language Skills

- Master's Degree related to the area of work.
- A minimum of 5 years of position-relevant technical experience in the field of KM, contributing to the development of KM frameworks, policies, procedures, processes, practices, products plans and/or KM systems and structures.
- Proficiency in (verbal/written) English, proficiency in a major EU language, Russian, or Arabic, is an asset.
- Proficiency in the use of standard IT tools as well as specialised software that support organisational KM and management of key informational assets.