



**KNOWLEDGE MANAGEMENT AND COMMUNICATIONS OFFICER (KM&CO),
GLOBAL WATER PARTNERSHIP SOUTHERN AFRICA**

Job Title: Knowledge Management & Communications Officer

Duty station: GWPSA Secretariat - Pretoria, South Africa

Report to: Regional Executive Secretary (GWPSA)

INTRODUCTION

The Global Water Partnership Southern Africa is a regional, neutral multi-stakeholder platform (of over 300 institutions), which launched in 2000. The mission of GWP SA is to support the sustainable management and development of water resources at all levels.

The GWP SA since its inception has worked in partnership with SADC Secretariat and member states. GWPSA's programmatic support to SADC and its IWRM and development priority frameworks, addresses interventions and linkages at multi-levels – i.e. regional, basin, national and local levels.

The partners in GWPSA group themselves at country level into 'country water partnerships' (CWPs) to promote the implementation of IWRM and there are 12 CWPs in the SADC region.

Job purpose:

The overall purpose is to enhance and scale up programme impact through knowledge management and communication.

The main function is to develop, update and lead the implementation of the regional and African integrated Knowledge Management and Communication strategies and plans for GWP SA and GWP Africa.

Key Performance Areas:

- ❖ Promote a Knowledge Management & Communications (KM&C) culture in GWPSA, in the execution of its programme and through engagement with all Partners and structures of GWPSA
- ❖ Implement, adapt (for Africa programme) and update GWPSA's Knowledge Management and Communications strategy
- ❖ Develop the systems and tools to more effectively disseminate knowledge produced through the GWPSA and Pan African programmes
- ❖ Develop the systems and tools to more effectively capture and package knowledge and communication messages for the web and targeted dissemination
- ❖ Manage the GWPSA and Africa Programme websites and coordinate content from GWPSA Staff, Africa Programme teams and Partners.

Main Duties and Responsibilities

- Strengthen and promote *knowledge management and communications techniques, methodologies and processes* and embed in the partnerships' programmes
- Identify, develop and strengthen *strategic partnerships for effective KM&C* in GWP's programmes in the region and Africa
- Strengthen the *KM&C 'institutional learning and capacity development' systems* for the Partnership with RTEC and the GWPSA Secretariat
- Develop and implement relevant and necessary *KM&C capacity building plans* (to support the GWPSA Programme) with regional, continental and global partners to ensure KM&C capacity is enhanced in the GWPSA and Africa programme
- Facilitate *knowledge and information flows* among GWPSA Partners, CWPs and all governance structures, GWP Africa Regional Programme Managers, CWPs, GWPO, RECs and AMCOW
- Lead KM&C (with RTEC) aspects for GWPSA in the development of *new organizational strategies*
- Supports the Technical Programme Team to *source, access, synthesise, document and disseminate (manage) knowledge about emergent work* (including 'best practices and lessons) for internal (institutional/partnership strengthening) and external use (policy and practice influence of the GWPSA programme),
- Is overall responsible for the implementation of realistic and practical *communications strategies* for GWPSA and Pan-African programmes with GWPSA staff and all GWP Africa regional communications officers (in consultation with key stakeholders, in particular AMCOW, RECs and national governments).
- Working with the GWP Africa teams (especially regional managers and communication officers), relevant stakeholders and strategic partners, prepare relevant and targeted communications and knowledge management products
- Provide quality assurance to reporting on the programme's progress and results (activities, outputs, lessons learned, and outcomes) on a regular basis. This includes progress and annual reports to SADC, donors, GWPO and AMCOW.
- Develops, writes and edits material (for general public and specific target audiences) on the GWPSA and Africa programme and its activities, including press releases, briefing notes, website updates, publications, newsletters, PowerPoint presentations, etc. This includes ensuring timely dissemination and exchange of information on the programme to key audiences, including Partners, donors, other GWP Regions, media, relevant organisations and institutions, governments, etc.
- Regularly seeks feedback from Partners (coordinating with the Partnership Development Officer) and key stakeholders to evaluate relevance and effectiveness of messages and communication
- Arrange outsourcing as necessary for services such as translations, design, printing, video production, etc. and ensure necessary liaison with the Partnership Development Officer, Senior Programme and Regional Managers on content and Finance Manager on budgetary matters
- Seek media opportunities and ensure that the programme is represented and visible at relevant events to communicate the programme and its successes
- Responsible for branding and marketing GWPSA projects and Africa Programme with key strategic partners
- Undertake necessary travel to execute above duties at key events and in the field visits, as required.
- Undertake any other task requested by the Regional Executive Secretary

Qualifications, Qualities, Skills, Abilities and Experience

- Minimum qualification is a Bachelor's degree in Communications, Journalism or equivalent
- Additional training in developmental/environmental studies - a major asset
- Demonstrated organizational and technical programmatic experience for at least 5 years in Knowledge Management and Communications in an intergovernmental or international development orientated organization
- Demonstrated experience with in developing communication materials (on-line, media/press releases, publications and reports)
- Good oral and written communication skills, conveying messages to different audiences using diverse media
- Experience in working with journalist and media networks in the regional and continent and ability to develop, nurture and maintain existing and new media contacts
- Ability to analyse complex information from different sources and to synthesise this information into coherent and appropriate knowledge and communication products
- Experience in editing and proof reading organizational communication material
- Demonstrated experience in knowledge brokering providing a link between knowledge generators and users of information (including next users such as policy makers, trainers and practitioners)
- Demonstrated understanding of natural resources management, climate change and socio-economic development in the SADC region and/or the African continent and the relevant global processes
- Knowledge and experience working with RECs (such as SADC) and Pan-African processes; Solid experience working with Regional Economic Communities (RECs), national development planning departments in governments and at local level.
- Experience in coordinating Capacity building and development programmes in partnership with capacity building programmes such as WaterNet, CapNet and others
- Demonstrated ability to work effectively with stakeholders from diverse institutions, groups and levels - in stakeholder engagement processes at national and regional levels
- Active knowledge of key role players and stakeholders in water, land, climate, development, environment institutions in the region and continent
- Experience in organizing policy dialogues and engaging with policy makers
- Excellent written, oral, fluency in English and French as the main working languages is essential. Knowledge of Portuguese is an asset.
- Fully computer literate - skilled and confident in using office applications such as MS office (word, excel, power point, project), DTP software, calendar and email applications as well as familiarity with relevant information technology, website content management experience and social networking tools such as Facebook, Twitter etc.
- Proactive approach to meeting deadlines and delivering results with limited supervision
- Flexibility, creativity and effectiveness in working collaboratively in a multi-cultural network environment
- Ability to deal with discretion on sensitive issues and to respond positively to challenges
- Affinity for learning, sharing and using knowledge
- Outstanding interpersonal and teamwork skills
- Ability to take instruction (from management) and guidance from peers and act immediately
- Flexibility in fast paced environment of ambiguity, rapidly changing priorities and tight deadlines
- Ability to manage multiple responsibilities simultaneously
- A willingness to work non standard hours and/or occasional weekends

Recruitment Process

Interested candidates should send their CVs and personal motivation letters to the **'Regional Executive Secretary - GWPSA'**, by **email** entitled 'KNOWLEDGE MANAGEMENT AND COMMUNICATIONS OFFICER' to r.beukman@cgiar.org with a copy to t.gandanzara@cgiar.org. Applications should reach the Regional Executive Secretary by 17.00 (South African time) on **Friday 17th August 2012**.

Please note only short-listed candidates will be contacted. GWPSA looks forward to receiving your applications.