

Knowledge Management Specialist (Internal Vacancy)

Job categories	Programme Management
Vacancy code	VA/2024/B5505/28687
Level	ICS-10
Department/office	AR, SAMCO, Sri Lanka
Duty station	Colombo, Sri Lanka
Contract type	International ICA
Contract level	IICA-2
Duration	Ongoing
Application period	09-Aug-2024 to 23-Aug-2024

Applications to vacancies must be received before midnight Copenhagen time (CET) on the closing date of the announcement.

Please note that UNOPS will at no stage of the recruitment process request candidates to make payments of any kind.

Background Information - Sri Lanka

This is an Internal Vacancy for UNOPS personnel only.

South Asia Multi County Office:

The South Asia Multi-Country Office (**SAMCO**) oversees the development and implementation of projects in 7 countries in South Asia: Bangladesh, Bhutan, India, the Maldives, Nepal, Pakistan, and Sri Lanka. SAMCO offers expertise in infrastructure, procurement, human resource management, and fund management. All the project offices have local technical experts and strong partnerships with the governments in each country.

UNOP Sri Lanka Country Office

UNOPS in Sri Lanka is based in Colombo and is responsible for helping the Government of Sri Lanka and partner organizations deliver social and economic rehabilitation in areas affected by the 2004 tsunami and decades of armed conflict. UNOPS in Sri Lanka helps partners achieve their project goals in sectors including physical infrastructure, the environment and poverty mitigation.

UNOPS has supported Sri Lanka's development since 1998, expanding operations in 2005 to support the post-tsunami response and reconstruction process. Within the organization's mandate in project management, infrastructure, and procurement, UNOPS Sri Lanka implements customized socio-economic development projects that benefit vulnerable people and develop national capacities. Achievements in Sri Lanka include the development of sustainable and climate-resilient infrastructure, procurement services & capacity building, and project management in education, fisheries, roads, health, water supply systems; flood control and sanitation, and integrated solid waste management sectors. UNOPS works closely with Government counterparts and communities to ensure increased ownership, sustainability, and accountability of Projects.

UNOPS Sri Lanka facilitated over \$22 million worth of procurement of COVID-19 protection equipment and services in partnership with the World Bank, the Government of Japan, and the United Nations Multi-Partner Trust Fund. Currently, UNOPS is conducting about \$5 million pharmaceutical procurement to strengthen the Sri Lanka health system and support the people in need

Background Information - Job-specific

Project Information: In June 2022, UNOPS signed a legal agreement with the South Asia Cooperative Environment Program (SACEP), an intergovernmental organization in South Asia, to support its implementation of the **Plastic Free Rivers and Seas for South Asia (PLEASE)** project that is funded by the World Bank. The PLEASE project encompasses three components:

- Component 1: Supporting Competitive Block Grant Investments to Reduce Plastic Waste;
- Component 2: Leveraging Public and Private Sector Engagement and Solutions; and
- Component 3: Strengthening Regional Integration Institutions.

UNOPS is expected to provide advisory services and implementation support, which entails project management, grant management, procurement, logistics, infrastructure, institutional capacity building, and communications and public advocacy, to the SACEP Project Implementation Unit (PIU)

Functional Responsibilities

The Knowledge Management Specialist will be responsible for establishing and maintaining a robust knowledge management system, facilitating knowledge sharing, producing high-quality knowledge products that effectively communicate project progress, impact, and lessons learned, and overseeing events management to showcase project impact regionally and globally. This role will contribute to enhancing the effectiveness and efficiency of UNOPS operations under the PLEASE project.

Key Responsibilities:

- Knowledge Management:
 - Develop and implement a comprehensive knowledge management strategy for PLEASE, aligned with UNOPS global guidelines and best practices.
 - Establish and maintain a centralized knowledge repository, including project documents, reports, case studies, lessons learned, and best practices.
 - Facilitate knowledge sharing through workshops, webinars, and online platforms, promoting collaboration and learning among project teams.
 - Identify and document key project successes, challenges, and lessons learned for future project planning and implementation.

- Reporting:
 - Collaborate closely with the M&E team to ensure consistent and high-quality reporting on project progress, impact, and achievements.
 - Contribute to the development and implementation of a standardized reporting framework for PLEASE, ensuring consistency and alignment with UNOPS reporting requirements.
 - Work closely with the M&E team in collecting, analyzing, and synthesizing data from various sources to prepare comprehensive and timely reports.
 - Contribute to the preparation of high-quality reports for internal and external stakeholders, including donors, government agencies, and partners.
 - Ensure that reports are accurate, clear, concise, and visually appealing, effectively communicating key findings and insights.

- Events Management:
 - Oversee the implementation of PLEASE events, including procurement and logistical arrangements.
 - Coordinate the events organization process for smooth implementation in close discussion with different teams.
 - List public information and communication materials requirements for events, in communication with the public awareness team.
 - Coordinate with country teams to ensure effective organization of project events and communicating project highlights and achievements to relevant stakeholders through events.
 - Develop and maintain an events calendar for PLEASE, ensuring alignment with the overall UNOPS strategy.

- Collaboration and Coordination:

- Collaborate closely with project country teams, program managers, and other stakeholders to gather information, identify knowledge gaps, and ensure effective knowledge sharing and communication.
- Proactively communicate with stakeholders on knowledge management initiatives, reporting activities, and communication initiatives.
- Foster a culture of knowledge sharing, continuous improvement, and effective communication within the PLEASE project team and UNOPS.
- Other Responsibilities:
 - Stay abreast of latest developments in knowledge management, reporting, and communication best practices.

Competencies



Develops and implements sustainable business strategies, thinks long term and externally in order to positively shape the organization. Anticipates and perceives the impact and implications of future decisions and activities on other parts of the organization. **(for levels IICA-2, IICA-3, LICA Specialist- 10, LICA Specialist-11, NOC, NOD, P3, P4 and above)**



Treats all individuals with respect; responds sensitively to differences and encourages others to do the same. Upholds organizational and ethical norms. Maintains high standards of trustworthiness. Role model for diversity and inclusion.



Acts as a positive role model contributing to the team spirit. Collaborates and supports the development of others. **For people managers only:** Acts as positive leadership role model, motivates, directs and inspires others to succeed, utilizing appropriate leadership styles.



Demonstrates understanding of the impact of own role on all partners and always puts the end beneficiary first. Builds and maintains strong external relationships and is a competent partner for others (if relevant to the role).



Efficiently establishes an appropriate course of action for self and/or others to accomplish a goal. Actions lead to total task accomplishment through concern for quality in all areas. Sees opportunities and takes the initiative to act on them. Understands that responsible use of resources maximizes our impact on our beneficiaries.



Open to change and flexible in a fast paced environment. Effectively adapts own approach to suit changing circumstances or requirements. Reflects on experiences and modifies own behavior. Performance is consistent, even under pressure. Always pursues continuous improvements.



Evaluates data and courses of action to reach logical, pragmatic decisions. Takes an unbiased, rational approach with calculated risks. Applies innovation and creativity to problem-solving.



Expresses ideas or facts in a clear, concise and open manner. Communication indicates a consideration for the feelings and needs of others. Actively listens and proactively shares knowledge. Handles conflict effectively, by overcoming differences of opinion and finding common ground.

Education/Experience/Language requirements

Education:

- Advanced University Degree (master degree or equivalent) with five years of relevant experience is required.
- A combination of Bachelor's Degree with an additional 7 years of relevant work experience may be accepted in lieu of the education requirements outlined above.

Experience:

- Relevant experience is defined as experience in knowledge management, reporting, communications, or a related field, preferably within the development sector.
- Experience in leading a team is required.
- Experience in writing and reviewing programme reports is required.
- Experience in working with grantees is required.
- Experience working with UN agencies or international organizations is highly desirable.
- Experience in coordinating information and content development across offices of diverse geographic locations is highly desirable.
- Professional experience in South Asia is desired.

Language:

- Fluency in English is required (read, write, speak).

Contract type, level and duration

Contract type: Individual Contractor Agreement

Contract level: International ICA (I-ICA 2 / ICS 10)

Contract duration: Open-ended, subject to organizational requirements, availability of funds and satisfactory performance.

For more details about the ICA contractual modality, please follow this link:

<https://www.unops.org/english/Opportunities/job-opportunities/what-we-offer/Pages/Individual-Contractor-Agreements.aspx> (<https://www.unops.org/english/Opportunities/job-opportunities/what-we-offer/Pages/Individual-Contractor-Agreements.aspx>).

Additional Information

- Please note that UNOPS does not accept unsolicited resumes.
- Applications received after the closing date will not be considered.
- Please note that only shortlisted candidates will be contacted and advance to the next stage of the selection process, which involves various assessments.
- UNOPS embraces diversity and is committed to equal employment opportunity. Our workforce consists of many diverse nationalities, cultures, languages, races, gender identities, sexual orientations, and abilities. UNOPS seeks to sustain and strengthen this diversity to ensure equal opportunities as well as an inclusive working environment for its entire workforce.
- Qualified women and candidates from groups which are underrepresented in the UNOPS workforce are encouraged to apply. These include in particular candidates from racialized and/or indigenous groups, members of minority gender identities and sexual orientations, and people with disabilities.
- We would like to ensure all candidates perform at their best during the assessment process. If you are shortlisted and require additional assistance to complete any assessment, including reasonable accommodation, please inform our human resources team when you receive an invitation.

Terms and Conditions

- For staff positions only, UNOPS reserves the right to appoint a candidate at a lower level than the advertised level of the post.
- For retainer contracts, you must complete a few Mandatory Courses (they take around 4 hours to complete) in your own time, before providing services to UNOPS. For more information on a retainer contract [here \(https://docs.google.com/document/d/e/2PACX-1vSqV5mniKgsaofF5FSN9Md5aD5uSAZjKyJA1rdJkZp-TuINKbvW0lyMNtGJl9yn5Jt5zNhwaOsKEG9D/pub\)](https://docs.google.com/document/d/e/2PACX-1vSqV5mniKgsaofF5FSN9Md5aD5uSAZjKyJA1rdJkZp-TuINKbvW0lyMNtGJl9yn5Jt5zNhwaOsKEG9D/pub).
- All UNOPS personnel are responsible for performing their duties in accordance with the UN Charter and UNOPS Policies and Instructions, as well as other relevant accountability frameworks. In addition, all personnel must demonstrate an understanding of the Sustainable Development Goals (SDGs) in a manner consistent with UN core values and the UN Common Agenda.
- It is the policy of UNOPS to conduct background checks on all potential personnel. Recruitment in UNOPS is contingent on the results of such checks.

APPLICATION TIPS

How to send a good application:

- [English \(https://content.unops.org/HR-Documents/How-to-send-a-good-application_EN.pdf\)](https://content.unops.org/HR-Documents/How-to-send-a-good-application_EN.pdf)
- [French \(https://content.unops.org/HR-Documents/How-to-send-a-good-application_FR.pdf\)](https://content.unops.org/HR-Documents/How-to-send-a-good-application_FR.pdf)
- [Spanish \(https://content.unops.org/HR-Documents/How-to-send-a-good-application_ES.pdf\)](https://content.unops.org/HR-Documents/How-to-send-a-good-application_ES.pdf)

TOGETHER, WE BUILD THE FUTURE

UNOPS – an operational arm of the United Nations – supports the achievement of the Sustainable Development Goals (SDGs) by successfully implementing its partners’ peacebuilding, humanitarian and development projects around the world.

Our mission is to help people build better lives and countries achieve peace and sustainable development.

We are proud of our people. The UNOPS family brings together approximately 160 nationalities, represented by over 5,000 UNOPS personnel as well as some 7,800 personnel recruited on behalf on our partners. Spread across 80 countries, our workforce is rich in diversity and culture – with inclusion at its core.

We understand the importance of balancing professional and personal demands and offer several flexible working options.

Explore what we offer [here \(././Pages/About/WhatWeOffer.aspx\)](http://.../Pages/About/WhatWeOffer.aspx).