

TERMS OF REFERENCE

I. Post Information	
<p>POST NUMBER/ CASE NUMBER: 136107 POST/CASE NUMBER OF SUPERVISOR: Innovation Manager (Insights) REASON FOR CLASSIFICATION: New REGION/DIVISION: Office of Innovation COUNTRY: Sweden DUTY STATION: Stockholm OFFICE: Office of Innovation SECTION: Services & Systems UNIT:</p>	<p>CATEGORY: International Professional (IP) PROPOSED LEVEL: P-3 JOB TITLE: Innovation Specialist (Knowledge Management & Data Analytics) Functional Code: INN ICSC CCOG Code: 1.C.04</p>

II. Strategic Office Context and Purpose for the job
<p>The fundamental mission of UNICEF is to promote the rights of every child, everywhere, in everything the organization does — in programs, in advocacy and in operations. The equity strategy, emphasizing the most disadvantaged and excluded children and families, translates this commitment to children’s rights into action. For UNICEF, equity means that all children have an opportunity to survive, develop and reach their full potential, without discrimination, bias or favoritism. To the degree that any child has an unequal chance in life — in its social, political, economic, civic and cultural dimensions — her or his rights are violated. There is growing evidence that investing in the health, education and protection of a society’s most disadvantaged citizens — addressing inequity — not only will give all children the opportunity to fulfill their potential but also will lead to sustained growth and stability of countries. This is why the focus on equity is so vital. It accelerates progress towards realizing the human rights of all children, which is the universal mandate of UNICEF, as outlined by the Convention on the Rights of the Child, while also supporting the equitable development of nations.</p> <p><u>Strategic office context :</u></p> <p>UNICEF works in some of the world’s toughest places, to reach the world’s most disadvantaged children. To save their lives. To defend their rights. To help them fulfill their potential. Across 190 countries and territories, we work for every child, everywhere, every day, to build a better world for everyone. And we never give up.</p> <p>For every child, innovate...</p> <p>The Office of Innovation (OOI) works to catalyse UNICEF’s and all its partners’ expertise and resources against key children-outcomes bottlenecks, with a view to continuously ideate and scale the most effective solutions with transformational potential at scale to achieve the child-related SDGs. The office is doing this by continuously exploring new ways of accelerating results for children, investing across a range of early stage solutions, and harnessing internal and external expertise towards continuously iterating and fine-tuning the most promising solutions for children through a systematic portfolio management approach, and leveraging all stakeholders’ innovation</p>

energy, knowhow and resources from intergovernmental, multilateral, private sector and non-governmental organizations. This takes place across 160 country offices.

Purpose for the job:

The Innovation Specialist (Knowledge Management and Data Analytics), under the general guidance and direction of the Innovation Manager (Insights), leads the knowledge management function of UNICEF's Office of Innovation. While the post leads KM and analytics strategy, the role is expected to be hands-on in priority analytics and product development, while coordinating specialist inputs for more advanced automation and development.

III. Key functions, accountabilities and related duties/tasks:

Under the general guidance and direction of the Innovation Manager (Insights) and in close collaboration with relevant Senior Advisers and Innovation Managers across OOI, the post is responsible for:

Leading knowledge management advisory and strategy

1. **Lead the development of OOI's knowledge management and analytics strategy**, its implementation and undertaking its execution.
2. **Lead knowledge management needs-finding** to fulfil unmet demand for knowledge and insights for stakeholders ranging from internal stakeholders (at all levels) and external partner agencies, to field colleagues and the wider innovation ecosystem.
3. **Keep OOI updated on industry trends** in knowledge management/analytics, and ensure early adoption of new methods, approaches and frontier technology/AI.

Overseeing knowledge management content and maximizing engagement on thought leadership

1. **Lead content development** translating analytics, portfolio data and operational learning into concise insight products (e.g. blogs, briefs, dashboards, webinars) that support decision-making and thought leadership, and oversee their prioritization and production based on analytics, portfolio evidence and strategic learning needs.
2. **Lead delivery of strategic insights and knowledge products** to package complex data into digestible insights; this includes maintaining existing products like innovation catalogs, developing new data-driven reports on various topics (e.g., innovation key results, region-specific innovation trends, etc.) as required.
3. **Engage in the global ecosystem** of innovation, creativity, entrepreneurship, and related areas to horizon scan, source learning and knowledge management resources, and exercise thought leadership to position and diffuse UNICEF's innovation learning work publicly.

Advancing data platforms, systems, and analytics service provision

1. **Manage data dashboards for OOI**; this includes overseeing the development, maintenance, and updates for data, pipelines, and interfaces, while also proactively enhancing the suite of dashboards to maximize use for advocacy and decision-making (primarily with Power BI).
2. **Manage data analytics services to country office solutions**; this includes conducting needs-finding to source analytics projects (primarily from country office innovations), understanding specific data-related business problems, effectively prioritizing resources to develop solutions (e.g., dashboards, automated systems, apps, etc.), and providing hands-

on services/technical support in their delivery – leveraging frontier technology for solutions where appropriate.

3. **Manage internal apps and tools** to maximize productivity and coordinate data flows (such as the 5D Web Assessment); this includes developing, maintaining, and updating the apps, training stakeholders on their use, and proactively improving these products as new business needs arise and as new capabilities emerge (primarily using low-code applications).
4. **Support the rollout of the project management/CRM** software for internal staff; this includes providing training, monitoring data inputs, and supporting any platform updates to maximize utilization for an accurate and updated database on innovation initiatives.
5. **Support innovation reporting** across the Office of Innovation; this includes establishing reporting fields, coordinating with subject matter experts/team leads, and validating data as needed.
6. **Oversee OOI knowledge management platforms** (e.g., SharePoint, Viva, Medium, and other internal sites); this includes ensuring updates are made to internal channels and engaging with external channels and updating

Partnerships, supervision, and representation

1. **Manage a small team of professionals and consultants** to roll out the knowledge management and analytics strategy.
2. **Develop pathways and networks** for effective knowledge management information sharing between OOI HQ, Regional and Country Offices, while representing OOI in various internal and external contexts.
3. **Plan and undertake mission travel** to critical country offices where demand for support is made by senior country management

IV. Impact of Results

Strategic thinking and efficient execution of the Innovation Specialist (Knowledge Management and Data Analytics) will directly impact UNICEF Office of Innovation's ability to capture, organize, share and use knowledge and data to discover, validate, and scale bold solutions and technologies to deliver for children today and set a new pace of social impact for coming generations. Efficiency for country programmes will be created in adoption of existing solutions versus recreating of the wheel, and financial effectiveness for programme results will be supported where good documentation and knowledge management practices are upheld.

VI. UNICEF values and competency Required (based on the updated Framework)

i) Core Values

- Care
- Respect
- Integrity
- Trust
- Accountability
- Sustainability

ii) Core Competencies (For Staff with Supervisory Responsibilities)

- Nurtures, Leads and Manages People (1)
- Demonstrates Self Awareness and Ethical Awareness (2)
- Works Collaboratively with others (2)
- Builds and Maintains Partnerships (2)
- Innovates and Embraces Change (2)
- Thinks and Acts Strategically (2)
- Drive to achieve impactful results (2)
- Manages ambiguity and complexity (2)

VII. Recruitment Qualifications	
Education:	An advanced university degree in one of the following fields is required: Data Science, Computer Science or Technology related subject, Business Administration, Design, Geography and information management (GIS), Statistics, or another relevant field. An undergraduate degree with additional two years of experience can be accepted in lieu of an advanced degree.
Experience:	<p>A minimum of five years of relevant professional experience in knowledge management, information management, reporting, monitoring, evaluation, and learning, evidence generation is required.</p> <p>The following experience/skills are required:</p> <ul style="list-style-type: none">• Demonstrated experience in developing and rolling out strategies (preferably strategies related to the use, dissemination, and/or consumption of knowledge and data), managing diverse teams, and training colleagues for at least five years.• Demonstrated ability to derive strategic insights from complex datasets and systems, to prioritize analytical rigor over narrative storytelling, and to oversee a suite of written products, with a record of analytical, writing, information synthesis, editing, and communication skills.• Advanced proficiency in developing dashboards, data modeling, and conducting training using one or more business intelligence and data visualization tools (e.g. PowerBI, Tableau).

	<ul style="list-style-type: none"> • Proven experience working with or overseeing deployment of automation flows and low-code/no-code applications using workflow automation and app-building tools (e.g., Microsoft Power Apps/Power Automate). • Proven track record in using technology for knowledge management and data analytics systems and practices, and familiarity with various knowledge management platforms (e.g., SharePoint). • Experience in managing research and evaluations, with an understanding of research design methodologies in diverse, complex local contexts (preferably for development and humanitarian projects). • Strong interest and proactive engagement for utilizing frontier technology and emerging methods for knowledge management and data analytics, particularly AI/LLMs, including experimenting with AI-enabled knowledge retrieval, synthesis of insights, or automation of reporting workflows, in line with UNICEF policies. • Advanced proficiency in Microsoft Office suite, with expert-level proficiency in Excel/PowerPoint <p><i>The following skills/experiences are desired:</i></p> <ul style="list-style-type: none"> • Familiarity with graphic design tools (Adobe InDesign, Illustrator, etc.) and an understanding of graphic design best practices. • Proficiency in programming languages for data analysis and data science (e.g., Python, R), with an understanding of LLM integration, prompt engineering, model evaluation, and AI orchestration frameworks. • Relevant experience in a UN system agency or large global organization. • Developing country work experience and/or familiarity with emergency. • Exposure to innovation and/or frontier tech-related projects.
Language Requirements:	Fluency in English is required. Knowledge of another official UN language or local language of the duty station is considered as an asset.

VIII. Child Safeguarding	
Is this role a representative, deputy representative, chief of field office, the most senior child protection role in the office, child safeguarding focal point, or investigator (OIAI)?:	No
Is this post a direct contact role in which incumbent will be in contact with children either face-to-face, or by remote communication, but the	No

communication will not be moderated and relayed by another person?:	
Is this post a child data role in which incumbent will be manipulating or transmitting personal-identifiable information on children such as names, national id, location data, or photos?:	No
The selected candidate for this position will be required to engage with vulnerable children:	No