

United Nations Children's Fund (UNICEF)
Bangkok, Thailand
Vacancy Announcement 2021/011

Issue Date: 17 February 2021

Closing Date: 2 March 2021

Consultancy: Knowledge Management (KM) Specialist

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 fulfilling 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.

For every child, a better future

UNICEF works to ensure the rights of all children in the East Asia and Pacific Region. This means the rights of every child living in this country, irrespective of their nationality, gender, religion or ethnicity, to:

- **survival** – to basic healthcare, peace and security;
- **development** – to a good education, a loving home and adequate nutrition;
- **protection** – from abuse, neglect, trafficking, child labour and other forms of exploitation; and
- **participation** – to express opinions, be listened to and take part in making any decisions that affect them

How can you make a difference?

The Regional Programme and Planning Section, UNICEF East Asia and Pacific Region Office (EAPRO) is seeking an individual consultant to provide knowledge management support to EAPRO.

Work Assignment:

1. **Ensure that the Regional Office (RO) and Country Offices (COs) have access to, and guidance in, rolling out effective KM approaches that can be customized according to their needs;**
 - Update CO and RO needs for KM support (CO component to be done based on CO requests);
 - Provide input to the updating of the regional KM strategy;
 - Develop additional guidance for COs on support for Sharepoint and other knowledge sharing platforms;
 - Update one stop shop of internal guidance and approaches on EAPRO Sharepoint;
2. **Provide RO and CO staff with the knowledge and skills needed to implement KM effectively;**
 - Based on RO and CO needs assessment update and in coordination with the internal KM taskforce, develop a capacity building plan on KM tools;
 - Support development of KM products/documentations – including good practices, lessons learned.

3. Enhance digital workplace tools to support effective KM and promotion of their use. This encompasses support to enhancing the COVID-19 (including COVID vaccine roll out) knowledge management platform and Enterprise Content Management (ECM).
 - Review site content structure of EAPRO Sharepoint in consultation with responsible sections to recommend enhancements and provide technical support and guidance in the update.
4. Development of external knowledge platform for partners and relevant practitioners to easily access UNICEF knowledge products and engagement.
 - Support content management and support any adjustment to the content and design of the UN-wide Regional Asia Pacific Knowledge Management Hub;
 - Support content management and external knowledge exchange through the UNICEF COVID-19 information platform;
 - Support the migration of content and updating of knowledge resources available through the external website of UNICEF EAPRO.

Work Schedule and Deliverables:

Outputs	Deliverables	Delivery date
1. Regional Office (RO) and Country Offices (COs) have access to, and guidance in, rolling out effective KM approaches that can be customized according to their needs.		
KM guidance and approaches	Consolidate and analyse KM related CO requests for 2021.	March 2021
	Update support KM needs for EAPRO, in coordination with the KM taskforce	March-April 2021
	Provide input to the updating of the regional KM strategy	April – June 2021
	Develop additional guidance for country offices on support for Sharepoint and other knowledge sharing platforms	March 2021 – February 2022
	Update one stop shop of internal guidance and approaches on EAPRO Sharepoint	June-July 2021
2. Provide RO and CO staff with the knowledge and skills needed to implement KM effectively.		
Management of EAPRO COVID-19 Information Platform based on modern SharePoint which includes:	Update the platform with relevant and latest information on COVID-19 response including guidance, technical notes, tools, lessons learned and good practices from HQ, RO and COs to facilitate exchange of knowledge	June-December 2021
KM capacity building needs analysis	Based on RO and CO needs assessment update and in coordination with the internal KM taskforce, develop a capacity building plan on KM tools	May-July 2021
Support to documentation and knowledge sharing	Support development of KM products/documentations – including good practices, lessons learned, and digest of key information	March 2021-February 2022
KM orientation of RO and CO staff	Provide orientation/webinars on the use and management of KM tools for EAPRO and CO staff	June 2021- February 2022

3. Enhance digital workplace tools to support effective KM and promotion of their use.		
Review site content structure of EAPRO Sharepoint	Assess current EAPRO Sharepoint content structure and use	March – April 2021
Support EAPRO Sharepoint content management	Based on review, consultation with section and the new ROMP, support the update and management of Sharepoint content structure	May – December 2021
COVID-19 Information Platform	Content update/management, including KM around COVAX/COVID-19 vaccine roll out	March 2021-February 2022
4. Development of external knowledge platform for partners and relevant practitioners to easily access UNICEF knowledge products and engagement.		
External KM	Support to Communication section to update external sharing of knowledge products on the UNICEF website	March 2021-February 2022
	Support sections to stock take knowledge products for external sharing, including for the Asia Pacific KM Hub	March – December 2021
KM Hub	Develop manual for administrators and staff to perform content uploads and system maintenance	March – June 2021
	Coordinate with moderators and administrators from agencies on content provision and management	March – December 2021
	Monitor user feedback and adjust content and design accordingly	Monthly

End Product:

- I. Updated UNDS Regional Asia Pacific KM Hub
- II. Well managed UNICEF EAPRO and EAP Internal and External KM platforms

Duration of Contract: 11.5 months during 15 March 2021 – 28 February 2022

Official Travel: No travel is anticipated for this consultancy. The consultant will work at UNICEF EAPRO, Bangkok.

To qualify as an advocate for every child you will have...

- An advanced degree in Web design with very good knowledge and understanding of the key elements, including visual communication, digital arts and design, multimedia production, Web application programming and publishing, interactivity and usability testing
- Technical background for coding designs, creating web content and designing that is ready for publishing
- An excellent understanding of HTML, CSS or other techniques and must be familiar with database technologies, including PHP and MySQL
- To create pages featuring techniques such as animation and business applications, the consultant must have experience using Javascript and Flash
- Knowledge and expertise on using SharePoint, Team Collaboration Software Tools – Microsoft 365
- The candidate must have technical expertise to:
 - Ensure the Regional KM hub/site ranks well on search engines and attracts higher numbers of visitors, he/she must be familiar with search engine optimization techniques
 - Work with content providers to ensure they supply high-quality, original content that reflects popular search terms

- Ensure that their designs are easy for search engines to navigate and index
- Use of SharePoint applications and designs that will enhance effective and efficient user experience
- Experience in coordinating and liaising with partner organizations and UN agencies
- Strong analytical skills and proficiency in writing in English
- A high level of organizational and coordination skills
- An excellent command of the English language – both written and oral
- Ability to produce quality work within stipulated deadlines
- Highly developed communication skills
- Motivated and has the ability to work independently as well as in a team environment

Interested candidates are requested to submit CV or P-11, full contact information of minimum 3 references, availability, and proposed monthly professional fee in USD by **2 March 2021**.

For every Child, you demonstrate...

UNICEF's values of Care, Respect, Integrity, Trust, Accountability (CRITA) and core competencies in Communication, Working with People, and Drive for Results.

View our competency framework at

http://www.unicef.org/about/employ/files/UNICEF_Competerencies.pdf

UNICEF is committed to diversity and inclusion within its workforce, and encourages all candidates, irrespective of gender, nationality, religious and ethnic backgrounds, including persons living with disabilities, to apply to become a part of the organization.

UNICEF has a zero-tolerance policy on conduct that is incompatible with the aims and objectives of the United Nations and UNICEF, including sexual exploitation and abuse, sexual harassment, abuse of authority and discrimination. UNICEF also adheres to strict child safeguarding principles. All selected candidates will be expected to adhere to these standards and principles and will therefore undergo rigorous reference and background checks. Background checks will include the verification of academic credential(s) and employment history. Selected candidates may be required to provide additional information to conduct a background check.

Remarks:

Only shortlisted candidates will be contacted and advance to the next stage of the selection process.

Individuals engaged under a consultancy or individual contract will not be considered "staff members" under the Staff Regulations and Rules of the United Nations and UNICEF's policies and procedures, and will not be entitled to benefits provided therein (such as leave entitlements and medical insurance coverage). Their conditions of service will be governed by their contract and the General Conditions of Contracts for the Services of Consultants and Individual Contractors. Consultants and individual contractors are responsible for determining their tax liabilities and for the payment of any taxes and/or duties, in accordance with local or other applicable laws.

UNICEF is committed to promote the protection and safeguarding of all children.