

United Nations Children's Fund (UNICEF)  
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## Consultancy – Strengthening EAPRO and Country Office Knowledge Management Functions in WASH

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.

**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 Water Sanitation and Hygiene (WASH) section, UNICEF East Asia and Pacific Regional Office (EAPRO) is seeking an individual consultant to strengthen EAPRO and Country Office Knowledge Management Functions in WASH.

### Nature of Consultancy:

Knowledge Management (KM) is fundamental to our operations as fulfilling the 2030 Agenda depends on our ability to provide governments and other WASH actors with knowledge and expert advice to help ensure their decisions and actions are based on the best information available and deliver the best possible outcomes for children and the poor, as efficiently as possible.

In the frame of UNICEF's new Strategic Plan (SP) 2018 – 2021, KM is identified as one of the four “enablers” to support our SP's change strategies. The UNICEF's Global WASH Strategy 2016 – 2030 also acknowledges KM as a

strategic approach to ensure that KM systems are strengthened to foster internal and global/regional networks of knowledge and expertise and are effectively used to improve UNICEF's own programs of support, to inform decision making within the sector. KM underpins the effectiveness and efficacy of the WASH programme to maximize its impact with the available resources. KM will be used to generate, capture, use and share UNICEF's organizational WASH knowledge to improve the quality, equity and sustainability of WASH services.

UNICEF aims to ensure that programmes design is based on the best available information and knowledge and that advocacy is based on rigorously analyzed evidence. As a WASH sector leader, UNICEF aims at sharing and applying knowledge and innovative practice with global partners, international institutions and across the wider development community, to support global decision making and advocacy and help building best practice.

UNICEF WASH programme's KM functions are based on the *WASH KM strategic framework*, that focuses on the 4 pillars of KM:

1. *Generating Knowledge*: all activities aimed at generating knowledge, i.e.: reports, studies, research, evaluations, etc. This includes in-house research and analysis, the know-how based on programmatic experience, and externally generated research and experience.
2. *Elaborating Knowledge products*: the knowledge generated within the WASH programme should be re-packaged (summarized, main concepts distilled and highlighted, etc.) in function of the audience, to make it more effective and easier to use.
3. *Disseminating Knowledge* and communication: the Knowledge products should be disseminated internally and externally through different channels, with UNICEF's sectoral partners - including Governments - to make sure they are effectively used for different purposes (programming, monitoring, advocacy, policy definitions, capacity building, monitoring, etc.).
4. *Building, maintaining and updating staff capacity*: based on the existing knowledge, the training is intended to improve the skills and personal capacity of staff and partners, for ensuring that knowledge is routinely managed and used to scale up evidence-based and locally adapted solutions.

To fulfill its KM functions, EAPRO WASH section is committed and align its strategic approach with the global WASH KM initiatives. WASH section is seeking an international Knowledge Management consultant to support the 4 main pillars of the Knowledge management at regional level with extended support to all the country offices in the region.

### **Purpose of Assignment:**

To support UNICEF EAPRO and country offices in the region with the development of high-quality data and evidence in the region in the emerging areas of global interest and to develop "regional and country flagship publications". Technical support to the regional office and COs in the formulation of "zero drafts" with subsequent finalization of the products following standard quality assurance processes will be the key role of this consultancy.

The core objectives of this consultancy are four-fold as follows:

1. Support in data and evidence generation and development of high-quality knowledge products;
2. Support in strengthening regional resources and tools management related to KM;
3. Support the management, editing and publication of key Knowledge products and resources developed at country and regional level; and
4. Support in documentation and dissemination of knowledge products through donor reports and other regular reporting mechanisms of UNICEF.

The consultant will be expected to apply high quality WASH technical and editorial expertise for the generation of knowledge and several high-quality WASH knowledge products using UNICEF WASH templates and extracting from existing knowledge initiatives ongoing at the regional and the country levels (i.e. studies, research, evaluations, reports, etc.). The knowledge products and resources developed by the consultancy will be ready for their subsequent dissemination and use by UNICEF and partners in the region and beyond.

There are 8 different types of WASH knowledge products for which standardized global templates have been developed by WASH NYHQ. The knowledge products to be developed shall fit within these templates:

Knowledge Product	Purpose	Length	Audience
<b>Fact Sheets</b>	summarize the most important knowledge on a topic in a few pages in the form of graphics, tables and bullet points, serving as a briefing for staff on a topical issue	2-4 pages	Media, general public, partners
<b>Field Notes</b>	share innovations in UNICEF's WASH programming, detailing experiences implementing these innovations in the field	6-10 pages	Media, general public, partners
<b>WASH Guidelines</b>	Describe a specific methodology to WASH programming, research or evaluation - drawing on substantive evidence, and based on UNICEF's and other partners experiences in the field.	10 – 20 pages	Media, general public, partners
<b>Technical Paper</b>	Present the result of more in-depth research and evaluations, advancing WASH knowledge in a key topic.	10 – 20 pages	Practitioners using technical language
<b>WASH Diaries</b>	explore the personal dimensions of users of WASH services, and remind us why a good standard of water, sanitation and hygiene is important for all to enjoy. Through personal reflections, this series also offers an opportunity for tapping into the rich reservoir of tacit knowledge of UNICEF's WASH staff in bringing results for children	2-6 pages	Media, general public, partners
<b>Discussion Papers</b>	explore the significance of new and emerging topics with limited evidence or understanding, and the options for action and further exploration	10 – 20 pages	Practitioners using technical language
<b>Reference Guides</b>	present systematic reviews on topics with a developed evidence base or compile different case studies to indicate the range of experience associated with a specific topic.	2-6 pages	Practitioners using technical language
<b>WASH Results</b>	show solid evidence of how UNICEF is achieving the goals outlined in Country Programme Documents, Regional Organizational Management Plans, and the Global Strategic Plan or WASH Strategy, and contributes to our understanding of the WASH theory of change or theory of action.	2-6 pages	Media, general public, partners

### Work Assignment, Work Schedule, and Deliverable:

Under the supervision of Regional Adviser WASH, the consultant will work closely with WASH Specialist and perform the following tasks:

The core tasks and outputs of the assignments will be as follows:

Deliverables	Outputs	Indicators of Success
<b>1. Data, evidence and knowledge products</b>		
a. Assist countries to integrate survey questions on safely managed sanitation and water quality including cross cutting elements like gender, disability, MHM etc. into national surveys and other studies/research.	All countries receive guidance on integrating safely managed sanitation survey questions in all their survey instruments	12 countries receiving guidance/tools in monitoring WASH in their national surveys and studies especially in countries which are undertaking national DHS, MICS survey etc.
b. Contribute to the development of national and regional level reports and knowledge products in WASH (Workshop/meeting/training/learning reports)	RO and COs supported in drafting and finalizing workshop/meeting/training and learning reports as agreed.	# of regional and CO reports drafted and finalized for wider sharing including reports of regional sanitation learning event, WinS ILE report (at least 5 per year)
c. Review country office knowledge initiative and key documents (study, research, evaluation, report, etc.) as well as other relevant documents and produce quality knowledge products of various types – peer reviewed articles, UNICEF reports, policy briefs, case studies, advocacy pieces, multi-media materials, presentations using the UNICEF standard template, highlighting key concepts, messages and aspects (At least 2 for each CO).	Country Offices supported in identifying their knowledge needs and quality knowledge products developed as agreed	# of knowledge products developed for COs (at least 2 per CO as per agreed KM template)
d. Review Regional Office knowledge products and translate these into appropriate KM templates, prepare approval through Publication Review Committee and publish at least <b>5 flagship knowledge products</b> for the region and regional Snapshots on WASH (including households and institutions).	Key Regional Flagship publications drafted	At least 5 Flagship publications and 3 regional snapshots produced for RO
e. Support in preparation of Technical Guidance /Briefs on key themes including “transitioning to Safely Managed sanitation”, “WASH for the	Technical briefs and guidance notes drafted for RO	At least 5 technical briefs and guidance notes developed

urban poor”, “WASH in schools for All” and WASH in HCF”.		including guidance on WinS, WinHCF, WASH for urban poor, WASH EE, WASH transition to safely managed sanitation.
<b>2. Regional resources and tools:</b>		
a. Update Regional WASH KM strategy and inventory including the inventory of COs.	Regional KM strategy and KM inventory periodically updated	Regional WSH KM strategy and inventory updated including inventory of all COs.
b. Develop/continue Regional bi-monthly WASH E-bulletin for internal and external sharing	WASH bi-monthly e-bulletins developed and disseminated	At least 5 e-bulletins prepared and shared
c. Periodically update Regional Enterprise content Management Site linking with COs collaborative sites.	Regional WASH Collaborative Site updated and maintained	WASH RO collaborative site functional is updated and fully functional in line with Global WASH SharePoint Site.
d. Extend support to COs in finalizing their KM strategies and plans.	COs supported in finalizing their KM strategy/plan	# of COs having KM strategy/plan in place supported
e. Contribute to dissemination of guidance and tools to UNICEF staff through webinars, network meeting and other means.	Dissemination of KM resources through regular platforms	# of KM products disseminated
f. Support in organizing learning and documenting knowledge exchange events, virtual meetings and webinars for cross-regional learning.	RO and COs supported in organizing knowledge exchange	# of events supported
<b>3. Editing of key Knowledge products developed at country and regional level</b>		
a. Based on regional and country demand and need, provide quality editing support to KM products;	RO and CO have high quality KM products for external sharing	# of RO and CO KM products edited, proof read and published in journals and platforms
b. Share with countries the best available resources that can be easily used to improve quality of KM products.	COs receive updated guidance and resources	# of products shared for CO learning and adaptation
c. Provide quality support in summarizing the report for easy reading by different audiences.	RO and COs have quality summary of reports for	# of quality summaries products

	easy exchange and understanding	developed and disseminated
<b>4. Support donors reporting and country progress monitoring</b>		
a. Draft all the donors report and provide data analysis to inform on the accuracy of the report submitted by country offices.	All donor reports are drafted with quality and standards with high quality analysis of data from COs	# of donor reports drafted and finalized including DFAT, Thematic, ASWAI grants.
b. Collect and document best practice and human-interest stories for donor reporting (ASWA II, DFAT, Thematic).	All donor reports and progress reports have best cases and Human-Interest Stories documented	# of best practices and HIS documented (at least 2 for each donor report and a compendium of best practices documented)
c. Maintain a regional database of all Country level progress in key programme components.	RO has a WASH database on key programme areas of WASH including SMQ, RAM, Sanitation Game Plan etc.	# RO WASH database established and updated

**Estimated Duration of Contract:** 11.5 months during 1 November 2019 – 15 October 2020.

**Official Travel:** UNICEF EAPRO, Bangkok with anticipated travels to the countries for technical support.

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

- Advanced University Degree in Water Engineering, Environmental Sciences, Public Health, Social Sciences or related disciplines.
- At least eight (8) years' experience with proven record of accomplishment and exposure dealing with WASH programmes, especially on Sanitation and hygiene, water quality and safety and cross-cutting areas including gender, disability, adolescents etc.
- Experience of WASH related research and analysis, including formative research, Action Learning etc.
- Demonstrated competency in technical (including peer-reviewed articles) and advocacy writing, reviewing, editing, proofreading and production/publication with proven experience in WASH.
- Previous experience editing and writing for UNICEF and familiarity with UNICEF's style guidelines would be an asset.
- Sound interpersonal and communication skills, including experience in cross-cultural environment and international settings.
- Familiarity and relevant work experience in the East Asia and Pacific region is an asset.
- Proven ability for accuracy under pressure and adherence to deadlines.
- Demonstrated ability to work independently, take initiative and innovate.

- Work within the core values of UNICEF and the standard terms and conditions of UNICEF individual Consultant Contracts.

Interested candidates are requested to submit CV or P-11, full contact information of minimum 2 references, availability, proposed monthly professional fee, all-inclusive travel costs to/from Bangkok and other incidentals in USD by **20 October 2019**. Please note the air tickets under UNICEF contract shall be re-routable, refundable type (economy class and most direct route). The consultant will be responsible for own travel insurance, visa fee and terminal expenses.

### For every Child, you demonstrate...

UNICEF's core values of Commitment, Diversity and Integrity 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\\_Competencies.pdf](http://www.unicef.org/about/employ/files/UNICEF_Competencies.pdf)

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

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*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, therefore, undergo rigorous reference and background checks, and will be expected to adhere to these standards and principles.*