****

TERMS OF REFERENCE

**Knowledge Management Consultant**

**LOCATION/DURATION**

Duration: 6 months

Location: Banjul, The Gambia

Start Date: December 1st 2018

Reporting to: Partnerships Manager, Front Office Section, UNICEF Country Office, Banjul

**BACKGROUND**

The achievement of UNICEF priorities in both development and emergency settings require sourcing of knowledge, its contextualization, evidence synthesis and uptake. This is premised on the belief that the quality of our programme planning, management and development results depends on the knowledge and capacity of staff and partners; that finding more effective ways to identify and share knowledge and solutions is critical for results for children. To this end, the Gambia Country office is seeking to strengthen the Country Office(CO) knowledge management (KM) and evidence eco-system with the engagement of a Knowledge Management consultant.

**PURPOSE OF THE CONSULTANCY**

Supports the Country Office (CO) programme effectiveness by developing and implementing mechanisms to create, capture and share knowledge that can be used for programme design and review, strategic and operational decision-making, influencing and advocacy.

Support in adding value to the CO’s partnerships through the provision of expertise and capacity development to implementing partners across key thematic areas. The consultancy will support the office in telling the Gambian story through proper knowledge management and documentation that will support public advocacy, internal & external communication and partnerships.

UNICEF The Gambia has adopted the term *Nsa Kenno* as the new approach to be used for the CO’s social behaviour change communication, increasing community people’s demand for basic services and ensure community engagement and participation.

**DESCRIPTION OF ASSIGNMENT**

***Activities***

1. Conduct a desk review and documentation of current approach used by the CO’s implementing partners in social behaviour change communication and demand for basic services.
2. Conduct a process documentation of the new approach (Nsa Kenno) to be implemented by the country office to change social behaviour and increase demand for basic services in the selected two (2) region
3. Identify, track and document best practices and lessons learned from the implementation of Nsa Kenno in the 2 regions.
4. Provide support to the Representative in establishing guidelines, systems and procedures for the integration of the ‘friends of children platform’ into the structure of the ministry.
5. Collect information from beneficiaries and produce 2 Human Interest Stories on each of UNICEF’s thematic area of work in The Gambia related to Nsa Kenno.
6. Provide in-house capacity building on the understanding, application and sustainability of using a bottom -top approach in human right based programming
7. Synthesize information and data from programme monitoring reports, donor reports from both implementing partners and government requiring advocacy, policy attention and response
8. Propose guidelines and tools that enables systematic collection of knowledge for consolidation, analysis and sharing for organisational and external trainings and learning opportunities.
9. Document and share knowledge gathered from CO’s engagement with the vertical and horizontal, for learning and programmatic repositioning.
10. Develop a knowledge management strategy that covers the CO’s CPD programme cycle
11. Develop 2 new knowledge products per each UNICEF thematic area of work in the Gambia that can be used for advocacy, learning and sharing, and fundraising.
12. Identify knowledge and capacity gaps within programme teams and oversee development of tools and strategies to address the gaps.
13. Develop and implement learning and knowledge sharing plan

**KEY DELIVERABLE**

The key deliverable expected during this period of consultancy are:

1. Desk review conducted to take stock on social behaviour change communication and demand for basic services before the adoption of Nsa Kenno to enable learning on how Nsa Kenno can be implemented.

The setup, implementation and documentation of ongoing work on NSA Kenno to support the office in implementation is done

1. Document success, best practises and lessons learnt from initiating, and implementing social behaviour change communication and demand for basic service through Nsa Kenno.

Visibility and communication on good practice and fundraising is provided and shared.

Support to set up the friends for children platform is provided

**SKILLS AND COMPETENCIES**

**Essential**

* Minimum of five years of experience in an M&E, knowledge management and learning roles,with the last two years in a senior position, within a development context with a sound understanding of effective tools for M&E, learning and knowledge management
* Demonstrated experience in knowledge management and leading a learning agenda within an NGO, civil society organization or similar work environment
* Demonstrated experience in conducting or facilitating participatory monitoring, evaluation and learning initiatives
* Proven capacity to work with cross-functional teams in collating, managing, sharing knowledge and learning
* Sound understanding of project management with experience in the identification, design, implementation, monitoring and evaluation of development-oriented projects
* Knowledge and experience in social research methodologies and techniques and in Capacity building of staff and partner organizations
* Strong gender analysis skills and experience of integrating gender considerations into monitoring and evaluation
* Excellent interpersonal skills with the capacity to influence stakeholders at all levels
* Previous experience of managing and developing others with a demonstrated capacity motivate others

**Desirable**

* Degree in development, social policy, or related discipline;
* Professional training in development communication and/or KM;
* Previous experience working with private sector actors
* Knowledge and experience in design and management of digital learning platform

**Competencies:**

1) Core Values

• Commitment

• Diversity and Inclusion

• Integrity

2) Strong analytical, oral & written communication skills

3) Proven track record in project management with the emphasis on strategic planning, communication, and evaluation

4) Effective presenter including ability to adapt the message and visual aids for multiple audiences to deliver concise, impactful presentations

5) Effective facilitator with proven ability to engage and train a group of individuals

6) Demonstrated ability to work in a multi-cultural environment

**Technical Knowledge**:

• Proven experience in strategic negotiations and planning in multi-stakeholder settings

• Experience in writing complex strategic proposals, developing multi-year operational plans

• Experience in training, planning and delivery of technical assistance

• Knowledge of supply chain management, network design optimization, and operations

• Excellent analysis skills

• Proven track record in interfacing with national ministries of health a distinct advantage

**Language:**

Written and spoken fluency in English (French is an advantage)

**EVALUATION PROCESS**

**Qualified candidates are requested to submit:**

**1.** Cover letter/application.

2. A technical proposal with proposed methodology/approach to managing the consultancy, showing understanding of tasks.

3. Financial quote (daily rate) for the consultancy in USD, stating also the timeframe for completion of each deliverable.

4. CV.

5. Examples of previous, relevant work related to the deliverables (maximum of four samples).

6. Proposed methodology/approach to managing the consultancy.

7. At least 2 References

|  |  |  |
| --- | --- | --- |
| **Technical Criteria** | **Technical sub-criteria** | **Maximum Points** |
| **Overall Response** | * Proposed workplan as per our timeline. Company is able to provide the services within the timelines in the TOR
* Overall concord between Request for Proposal requirements and proposal
 | 155 |
|  | ***Maximum points*** | ***20*** |
| **Company and key personnel** | * Prior experience and demonstrated successes in providing similar consultancies
 | 20 |
| * Proposer’s organizational capacity, profile of the team being proposed for the assignment, profiles of the individual team members, and experience on this team in providing similar services.
 | 15 |
| * Ability of the proposer to grasp the concepts that will constitute the focus of this project and reflect this within the proposal
 | 10 |
| * Presentation and accuracy of the proposal
 | 5 |
|  | ***Maximum Points*** | ***50*** |
|  | **TOTAL TECHNICAL:** | **70 POINTS** |