



Job Title: Knowledge and Sharing Manager
Location: Little Rock, Arkansas

To apply, go to <https://www.heifer.org/about-heifer/careers/view-all-jobs.html>.

Heifer International is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, religion, color, national origin, gender, gender identity, sexual orientation, age, status as a protected veteran, among other things, or status as a qualified individual with disability.

FUNCTION

The main function of the Knowledge and Sharing Manager position is to champion organization-wide knowledge documentation and cross departmental sharing enabling the organization’s core strengths, information, and experience to be shared internally and packaged for specific external audiences as appropriate.

ESSENTIAL CHARACTER TRAITS:

The ideal candidate is detailed oriented, self-driven and has strong leadership skills with the ability to work with a diverse group of people across various departments within the organization.

1. Build and maintain active repository of program, project and thematic learning documents; make accessible and available to Heifer staff for use in learning across country programs, project design and improvement, proposal development, reporting, communications, and positioning.
2. Organize and make accessible and available evidence of results and impact programmatic models and technical information.
3. Stimulate and catalyze the use of data, documentation, evidence and information for learning, adaptation, and continuous improvement - building systematic “habit-forming” processes and capacities for continuous improvements.
4. Facilitate, secure, and socialize the capture and codifying of tacit knowledge for available use.

RESPONSIBILITIES	DELIVERABLES
i. Organize, and make accessible, existing evidence of results, impact,	a. Heifer’s information needs for knowledge documentation and sharing are quickly assessed,

<p>programmatic models, tools and technical information organization-wide. (50%)</p>	<p>prioritized and delivered according to agreed timelines.</p> <ul style="list-style-type: none"> b. Dependable and quality information, data and interpreted results are surfaced from field offices and systems for current or past project reports and evaluations are made available to meet staff needs. c. Winning programmatic themes defined, and knowledge generated, documented and shared across the organization taking both historical information and industry trends/standards into consideration for Heifer's future positioning for external funds and partnerships. d. Documented tools packaged to meet requirements of varied stakeholders and users across the organization; working with Heifer staff and when appropriate consultants, playing the role of writer, facilitator or coordinator as needed to get the job done.
<ul style="list-style-type: none"> i. Build and maintain active repository of program, project and thematic learning documents; make accessible and available to Heifer staff for use in project design and improvement, proposal development, reporting, communications, and positioning. (20%) 	<ul style="list-style-type: none"> a. Thematic knowledge documentation organized and maintained in searchable and accessible location with up to date and significant knowledge recorded to organizational memory. Shared across countries and departments, for new business proposal writing and for reporting. b. Internal Heifer staff resources and external contractors are coordinated and managed, where working in support of documentation, knowledge management and sharing, c. Data integration for knowledge management and sharing purposes is closely coordinated with the Monitoring, Evaluation, Learning and Systems team, through current or past project data and completed evaluations.

	<p>d. System requirements identified and developed that optimize and integrate with other systems, including Laserfiche and the learning library, to increase the effective and efficient handling of internal documentation and sharing. Act as the business owner of technology solutions for KM initiatives</p>
<p>i. Stimulate and catalyze the use of data, documentation, evidence and information for learning, adaptation, and continuous improvement - building systematic “habit-forming” processes and capacities. (15%)</p>	<p>a. Templates and guidance for documentation practices and protocols, deployed organization-wide to encourage an increasingly systematic capture and sharing of knowledge.</p> <p>b. Engaging practices and methodologies deployed to build organizational capabilities in how to use Knowledge Management tools and approaches. Guide staff to know where knowledge is located and who connects people with knowledge seekers in the organization.</p> <p>c. Protocol and guidance drafted and launched that integrates knowledge and sharing practices with roles and responsibilities organization-wide.</p>
<p>i. Facilitate, secure, and socialize the capture of tacit knowledge then codify, share and support application in program work. (15%)</p>	<p>a. Thematic specialists, cross-cutting teams and communities of practice supported in knowledge capture and standardization in areas relevant to the organization’s growth and future enhanced performance.</p> <p>b. Clearly defined needs captured and used to drive knowledge and documentation requirements for future learning agendas within specific countries, cross-learning, strategic initiatives, and positioning for external funding.</p>
<p>May perform other job-related duties as assigned.</p>	

Minimum Requirements:

Master's Degree plus of six (6) years of direct relevant experience with knowledge management, organizational learning of foreign assistance development activities or other related fields and five (5) years related management experience.

Preferred Requirements:

Advanced degree in international development, communication, social sciences, or similar area of interest.

Most Critical Proficiencies:

- a) Demonstrated leadership in driving and/or building KM in an organization or evident work in documentation of programmatic approaches and/or tools for organization-wide learning and usage.
- b) Innovative, analytical, curious, proactive, customer oriented, and solutions oriented;
- c) Versatility in all aspects of the KM process: needs assessment, strategies development, KM design and methodology, repository design and usage, KM system and processes, information system and sharing, building communities of practice, proper documentation of innovative approaches and tools while integrating with documentation with Monitoring, Evaluation, and Learning (MEL) data;
- d) Experience in Organizational Learning;
- e) An evident understanding of and sensitivity to issues associated with poverty, hunger, agriculture and the environment, and knowledge of the context in which non-profit organizations operate;
- a) Ability to work cross-departmentally to gather data and information, documenting that data keeping diverse audiences in mind;
- b) Excellent organizational skills, including strong attention to detail;
- c) Proven experience in building the capacity of staff to document and share organizational information;
- d) Proficient knowledge of collaboration systems and tools, word processing, spreadsheets, presentation tools, electronic mail (Microsoft Office preferred) and Internet;
- e) Demonstrated proficiency in English, both oral and written;
- f) Experience with ICT
- g) Ability to work in a team.

Essential Job Functions and Physical Demands:

- a) Demonstrated leadership in facilitating an environment of learning in an organization;
- b) Ability to understand, appreciate and document Heifers tools and approaches to ending hunger and reaching a living income for families;
- c) Demonstrated creativity, ability to think systematically, willingness and ability to incorporate innovative solutions to work effectively;
- d) Ability to disseminate knowledge by writing clearly, cohesively to document and sell approach and tools to internal and external audiences;
- e) Ability to create Scopes of Work and manage external consultants to assist with documentation of lessons learned, approaches used with best practices integrating data and learning agendas;
- f) Proven ability to work as a team and inspire staff to embrace and engage with knowledge documentation and sharing across the organization;
- g) Constant face-to-face, telephone and electronic communication with colleagues and the general public;
- h) Working with sensitive information and maintaining confidentiality;
- i) Ability to manage and execute multiple tasks with little supervision while meeting sometimes inflexible deadlines;
- j) Willingness and ability to travel.
- k) Ability to lift and carry up to 20 pounds (9 kilograms) floor to waist.