## Sample: (Global) Knowledge Management Program Officer Job Description

The Program Officer is responsible for supporting one or more projects with technical, programmatic, and administrative assistance. The Program Officer serves as a field program’s consistent link to the home office, and provides the day-to-day problem solving, technical input, writing and editing, and procurement processing that field programs require. The Program Officer also travels internationally to provide technical assistance in areas of their expertise. The Program Officer would be expected to serve in both technical and operational roles to ensure a smooth continuity of headquarter and international program activities. The Program Offer will also initiate collaboration between partner organizations, represent the organization at technical meetings, and work directly with donors, partners, other cooperating agencies, and key donor committees to support project field activities.

The ideal candidate should be detail-oriented, able to prioritize and take on challenging initiatives, be organized, and feel comfortable working in new environments. Other core qualities include a strong work ethic, resourcefulness, inquisitive inquiry, and a strategic ability to work well with a diverse group of colleagues. The Program Officer position requires proficiency with the above qualities and should be able to demonstrate a broad expertise in health communication theory, knowledge management (KM), social media, understanding the core elements of individual/group behavior change, and the ability to interpret and synthesize monitoring and evaluation findings into programmatic application across a diverse set of heath areas.

**Essential duties and responsibilities include the following. Other duties may be assigned.**

**Leadership:**

* Responsible for programmatic, financial, personnel and operational development, implementation, and support of the Knowledge Management Division’s activities in the home office and field offices and for regional programs related to the project
* Work as the key liaison between the project and specialized partners to ensure that all activities are being conducted appropriately.
* Supervise (as assigned) staff members in the home office and direct hired staff in field offices/projects.
* Develop regional and country-specific strategies, projects, and activities.
* Provide in-country technical assistance in several areas including needs assessments, strategy development, message and material development, project design and implementation, as needed, as well as in technical areas concerning a range of public health topics.
* Represent region/division internally and in contacts with donors, government health ministries, international donors, nongovernmental organizations, or other sponsors/leaders.
* Undertake international travel to support in-country projects and provide technical assistance.
* Prepare special documents, professional presentations, and proposals.
* Monitor contracts and work of subawardees and vendors. Act as liaison or point-of-contact with partner organization program staff.
* Work closely with Financial Administrator and Operations (FAO) to insure budgetary compliance on programs/projects.
* Work with senior management on issues and initiatives relevant to the project.

**Strategic Communication and KM Design:**

* Plan, coordinate, and execute ways to identify audience needs
* Participate in field support planning meetings and support strategy development for field support
* Write and edit technical reports and tailor messages for relevant audiences.
* Identify and capitalize on opportunities to collaborate with other projects to identify their audience needs and develop tailored KM strategies
* Design data collection materials including key informant interview (KII) guides, focus group discussion (FGD) guides, and questionnaires
* Conduct KIIs, FGDs, surveys, online forums, and market research to determine the knowledge needs and IT capabilities of primary and intermediary audiences
* Perform data entry, coding, analysis, and report writing.
* Backstop field support activities, including formative research, needs assessment, and monitoring and evaluation
* Contribute to the design and implementation of tailored KM strategies according to needs assessment results

**Knowledge Management:**

* Submit (or ensure field has submitted) all materials produced in programs you backstop to the relevant databases
* Submit materials for inclusion on internal KM systems. Identify materials on that system that are out-of-date.
* Disseminate state-of-the-art information, innovations, trends, and evidence related to social media for international health and development.
* Document field program experiences and lessons learned.
* Collaborate with communications staff to create and implement social media elements of overall organizational marketing and communications strategy.
* Build capacity of staff to measure improvements in quality social media and KM.
* Complete at least two training courses (1–3 day programs) related to job duties (as discussed and approved by your supervisor) each year.

**External Communication:**

* Communicate directly with partners and local networks to support the needs of the project and to promote KM.
* Write and edit relevant technical documents and tailor messages for relevant audiences.
* Communicate directly with donors and participate in donor meetings, as appropriate and through the appropriate notification of your supervisor

**Backstopping Support:**

* Update and maintain technical sections of the organizational websites
* Provide information for annual and progress reports
* Collect and synthesize data for evaluation reports
* Represent organization at technical meetings and/or outreach meetings. Attend working group meetings and present key takeaways to the KM team.
* Proactively explore and identify proposal development and business expansion opportunities
* Coordinate regular reviews for all programs you backstop
* Monitor field budgets and ensure that home office costs do not overrun (including salary allocations) and/or inform supervisor that home office costs are in danger of overruning
* Provide field with updates on changes to policy, procedure, best practices, funding, staffing, or any other relevant issues as they arise
* Prepare documents, professional presentations, and proposals
* Respond to routine correspondence
* Perform job duties/responsibilities in support of organizational Mission and Values, and participate in active business development/marketing initiatives as appropriate
* Participate on proposal development as needed
* Write conference abstracts as needed

**Supervisory Responsibilities**

* Responsible for the overall direction, coordination, and evaluation of these units
* Support and/or supervise specific tasks of junior Program Specialist, Research Assistant, or Program Officer staff as needed
* Carry out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; and addressing complaints and resolving problems.

**Education and/or Experience**

Masters degree (MA, MHS, or MPH) or equivalent, and at least 4–5 years relevant experience and/or training; or equivalent combination of education and experience. Must have experience working internationally/abroad.