|  |
| --- |
| **TITLE: Humanitarian Manager, Knowledge Management and Communications, Maternal, Infant and Young Child Nutrition in Emergencies (MIYCN-E)**  |
| **TEAM/PROGRAMME:** Centre Humanitarian Nutrition Team | **LOCATION: UK** or any existing Save the Children International Regional or Country office **Worldwide** |
| **GRADE**: C – Mid-Senior level  | **CONTRACT LENGTH:** 15 months |
| **CHILD SAFEGUARDING: (select only one)**Level 1:  A basic criminal record background (DBS) check is required/equivalent police record check.  |
| **ROLE PURPOSE:** Infants and young children under the age of two are at the highest risks of morbidity and mortality in emergencies. Interventions to support protective behaviours related to Maternal, Infant and Young Child Nutrition (MIYCN) are increasingly prioritized in emergencies, yet the coverage and quality remain variable. The availability of global standards and tools is growing along with capacity to deliver these interventions, however questions arise as to whether these tools are reaching those best able to use them. To this end, Save the Children is committed to focus on the development, maintenance and dissemination of tools in Maternal, Infant and Young Child Nutrition in Emergencies (MIYCN-E), including the IYCF-E Hub, IYCF-E Toolkit, IYCF-E Curriculum, MAMI Orientation and Training Package and MAMI Tools among many others. The purpose of this role is to manage Save the Children’s MIYCN-E knowledge management platforms and tools. This includes curating content, maintaining and improving knowledge management platforms, and facilitating effective communication and dissemination of tools. The aim is to improve the availability and accessibility of these resources and promote their utilization among practitioners for whom, they are designed. Specific MIYCN-E Knowledge Management Platforms and Tools include: * [The Infant and Young Child Feeding in Emergencies (*IYCF-E)* Hub](https://iycfehub.org/) is a digital library with the aim of providing critical, reliable information to the IYCF-E community and beyond.
* The [IYCF-E Toolkit - Save the Children’s Resource Centre](https://resourcecentre.savethechildren.net/toolkits/iycf-e-toolkit/) as a compilation of tools to support more rapid and standardized responses to IYCF-E needs.
* The [Infant and Young Child Feeding in Emergencies (IYCF-E) Curriculum for Programme Managers, Version 2. - Save the Children’s Resource Centre](https://resourcecentre.savethechildren.net/toolkits/curriculum-pm/)
* And multiple additional IYCF-E and MAMI Tools
 |
|  **SCOPE OF ROLE:** **Reports to: Learning and Development Senior Advisor** **Direct:****Indirect:** **Role Dimensions**: This position plays a key role in the development and improvement of knowledge management and communication tools in MIYCN-E. The role holder is responsible for the analysis of key information and knowledge management needs to curate content across all platforms. The role holder will have extensive interactions with internal and external actors, representing Save to external audiences and engaging in strategic discussions |
| **KEY AREAS OF ACCOUNTABILITY :** **Content Curator across MIYCN-E Knowledge Management Platforms** * Curate content across SC’s MIYCN-E Knowledge Management platforms (IYCF-E Hub, IYCF-E Toolkit, etc), including texts, documents, and taxonomies
* Coordinate working groups established to maintain MIYCN-E KM Platforms (ie IYCF-E Hub Sub-Committee of the IFE Core Group), including regular meetings and communications
* Negotiate, follow-up, and manage copyright agreements with external publishers
* Monitor relevant SC MIYCN-E email addresses for queries/questions from users; triage questions
* Ensure the maintenance of multiple MIYCN-E resources, including the IYCF-E Curriculum, MAMI Orientation and Training Package and MAMI MEAL tools

**Optimize the functionality and interface of MIYCN-E Knowledge Management Platforms (ie IYCF-E Hub)*** Monitor platforms and consolidate and communicate technical issues to key stakeholders within Save the Children (SC) and the website development company
* Engage with SC stakeholders and the website development company on updating the functionality of the IYCF-E Hub to optimize access to, and within the MIYCN-E KM Platforms for an ideal user experience
* Engage with SC stakeholders and the website development company to provide maintenance services to the platform
* Monitor usage and uptake of MIYCN-E platforms and tools through use of google analytics and application of additional monitoring and evaluation tools
* Engage in strategic discussions on platform improvement and expansion and contribute to improvement activities

**Lead development of broader user acquisition strategies drawn by the quality and accessibility of useful resources ​*** Develop and implement user acquisition strategies for key MIYCN-E platforms
* Liaise with national nutrition clusters and /or MIYCN-E Working Groups to identify relevant country / response / language-specific resources, collections and other opportunities
* Curate context-specific “Collections” based on country, region or language that users can filter to enhance the likelihood of utilization of the IYCF-E Hub.
* Support the management of translation, branding and formatting activities related to MIYCN-E tools that enhance the availability of critical tools in multiple languages.
* Partner with colleagues across Save the Children and with the website development firm, to create a mobile web app to allow users to easily access the IYCF-E Hub on their mobile devices, including their personalized libraries.

**Communications and Dissemination of MIYCN-E Knowledge Management and Capacity Building Products*** Develop communications strategy for MIYCN-E Products
* Lead on dissemination activities and materials related to MIYCN-E Products; Deploy timely and geographically relevant content using topics inside (i.e., World Breastfeeding Week) and outside (i.e., World Hand Washing Day) the nutrition sector
* Leverage, test and learn across platforms to optimize frequency and timing of communications
* Establish an ‘Advisory Board’ with representatives from key country organizations to continually test, measure, learn and adapt
* ​Support upcoming report launches, and ongoing campaigns as needed
 |
| **BEHAVIOURS (Values in Practice**)**Accountability:*** holds self accountable for making decisions, managing resources efficiently, achieving and role modelling Save the Children values
* holds the team and partners accountable to deliver on their responsibilities - giving them the freedom to deliver in the best way they see fit, providing the necessary development to improve performance and applying appropriate consequences when results are not achieved.

**Ambition:*** sets ambitious and challenging goals for themselves and their team, takes responsibility for their own personal development and encourages their team to do the same
* widely shares their personal vision for Save the Children, engages and motivates others
* future orientated, thinks strategically and on a global scale.

**Collaboration:*** builds and maintains effective relationships, with their team, colleagues, Members and external partners and supporters
* values diversity, sees it as a source of competitive strength
* approachable, good listener, easy to talk to.

**Creativity:*** develops and encourages new and innovative solutions
* willing to take disciplined risks.

**Integrity:*** honest, encourages openness and transparency; demonstrates highest levels of integrity
 |
| **QUALIFICATIONS** * Degree level education required.
 |
| **EXPERIENCE AND SKILLS****Essential*** Demonstrated experience managing and contributing to knowledge management platforms and/or tools (ie website strategy/design/content/engagement)
* Experience using content management systems and/or website design/management software
* Experience with social media platforms, engagement strategies, and best practices
* Knowledge and/or experience in MIYCN-E and/or humanitarian public health required
* Demonstrated project management and strategic planning skills, with the ability to prioritize and address competing demands
* Professional proficiency in MS Office suite

**Desirable*** Language capacities preferred: English, French, Spanish and Arabic
* Digital marketing and communications training or education, with a focus on content management and marketing
 |
| **Additional job responsibilities**The duties and responsibilities as set out above are not exhaustive and the role holder may be required to carry out additional duties within reasonableness of their level of skills and experience. |
| **Equal Opportunities** The role holder is required to carry out the duties in accordance with the SCI Equal Opportunities and Diversity policies and procedures. |
| **Child Safeguarding:**We need to keep children safe so our selection process, which includes rigorous background checks, reflects our commitment to the protection of children from abuse. |
| **Safeguarding our Staff:**The post holder is required to carry out the duties in accordance with the SCI anti-harassment policy |
| **Health and Safety**The role holder is required to carry out the duties in accordance with SCI Health and Safety policies and procedures. |
| **JD written by: Virginie Jouanicot** | **Date: 6/6/23** |
| **JD agreed by:** | **Date:** |
| **Updated By:** | **Date:** |
| **Evaluated:** | **Date:** |