



Job Description *WORLD BICYCLE RELIEF*[®]

Job Title	Knowledge Management and Communications Specialist	Country	Global based in Cape Town, South Africa
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World Bicycle Relief is a growing organization with the goal to distribute one million bicycles in five years in Africa, Latin America and South Asia. WBR is dedicated to mobilizing people through The Power of Bicycles. We envision a world where distance no longer prevents access to education, healthcare and economic opportunity. Compared to walking, bicycles increase carrying capacity and accessible travel distance while decreasing the time it takes to commute to and from schools, clinics and markets. Bicycles are simple, sustainable and appropriate technology to bridge the transportation gap between needs and resources, empowering individuals, families and communities.

Since 2005, World Bicycle Relief has grown in size and impact implementing large-scale education, healthcare, and entrepreneurship bicycle programs. With assembly facilities in Kenya, Zambia, Zimbabwe, and Malawi, we have trained more than 1,500 field mechanics and provided more than 400,000 specially designed, locally assembled bicycles to healthcare workers, students, entrepreneurs and emergency survivors. WBR has its global headquarters in Chicago, Ill and fundraising offices in the UK, Europe, Australia, Canada and the U.S. Our management team is decentralized with WBR/Buffalo operations in the above countries. For more information see [our website](#).

Purpose of the Job: The KMC Specialist is responsible for leading knowledge management and communication activities for the WBR team using traditional and digital resources for identifying, collecting, synthesizing, organizing and managing organizational learning and knowledge. S/he will lead knowledge dissemination, making sure that knowledge is flowing efficiently and learning is capitalized throughout the organization.

Reporting Relationship: reports to the Director of M&E based in South Africa

Job Specifications and Required Experience:

- Relevant Bachelor’s Degree and/or Master’s Degree in social development, economics, international development, public health, demography, communications or business
- Minimum of 5 years relevant professional experience in communications, knowledge management, and/or project management
- Current knowledge of communications and knowledge management (KM) technologies and standards and an understanding of the constraints and benefits of applying these approaches and technologies to organizational learning processes
- International experience (living or working) in low resource developing countries, preferably in an NGO setting
- Ability to write compelling stories for internal and external audiences and develop and produce graphics and infographics
- Extensive writing and editing experience, writing samples will be required
- Excellent editing skills and attention to detail and track record of producing high quality documents
- Impeccable interpersonal and management skills to support cross-team collaboration in highly decentralized, multi-cultural environment
- Excellent and verbal, written and presentation skills
- Demonstrated analytical and management skills
- A combination of the following skills and technical expertise a plus:

- Knowledge of Salesforce
- Web development, including knowledge of HTML and UX/UI Design
- Social media tools, strategies, and product development
- Visual design including proficiency with Adobe Illustrator and Photoshop
- Web production for webinars, screencasts, and Adobe Connect sessions
- Data visualization applications such as Tableau or other applications
- Expert proficiency in MS Office Suite and Google Suite
- Passion for and interest in data management, visualization and internal and external communications
- Able to work and travel outside of typical working hours
- Demonstrated can-do attitude with a willingness to tackle new projects, a self-starter with the ability to work independently
- Empathy for the mission of World Bicycle Relief

Description of Key Performance Areas: The KM Specialist will be responsible for a wide variety of activities related to identifying, managing, packaging, and disseminating key information to advance WBR's mission and vision.

Communications

- Coordinate development of a WBR Communications strategy
- Lead communications strategy for field-facing activities
- Work with PM&E, Social Enterprise and Communications and Marketing team to prepare documents for production and dissemination including the annual organizational Impact Report
- Lead writing, editing and local production (in-house or outsourced) of program, sales materials and thought leadership resources i.e. Country reports, M&E publications, etc
- Lead and coordinate field asset gathering and journalist/media visits
- Establish and update a web-portal on mobility resources /maintain stats and data related to WBR work and program activities
- Create a database of key partners in WBR countries of operation to share and disseminate WBR publications and communication materials
- Facilitate ongoing content development for and engagement with external audiences and supporters
- Participate in regular Martech and Communications calls
- Maintain calendar of key program, M&E and country level events, feed into WBR global calendar

Knowledge Management and Learning

- Engage with the Salesforce database (specific to M&E data collection and reporting) to develop reports and draw data for sharing
- Curate content on identified topics for global WBR learning events
- Organize and manage knowledge sharing events such as seminars/webinars, workshops, conferences, and peer learning sessions
- Manage KM and learning portals for managing PM&E resources: ie Wiki pages, Google sites, WhatsApp, etc
- Document and share learning: ensure requirements, lessons learned, and best practices for products, events, and other Knowledge Management activities are clear and documented
- Support development of a PM&E handbook for implementation
- Organize summits and meetings for PM&E staff and partners
- Support use of Asana for team communication, planning and coordination across countries

Data Visualization and Reporting

- Research, design, and implement technical content strategies to ensure that the right knowledge gets to the right people at the right time (and in the right way)
- Lead integration, including rollout and training, on Tableau (or other) data visualization application
- Join the cross departmental School Tracking team, lead capture and sharing of PM&E data for the project
- Manage reporting compliance for major donors

- Work with organizational teams to design internal and external reports for different audiences

Strategy and Planning

- Lead development of a WBR learning and sharing strategy
- Support knowledge management and organizational learning activities –contribute to and grow methods, approaches, and practice in knowledge management and organizational/project learning to position WBR as a mobility expert in international development
- Analyze the effectiveness of the knowledge management strategies implemented by observing usage and evaluating organizational impact
- Innovate – identify and share creative, efficient and effective ways to engage partners, stakeholders and facilitate sharing and collaboration

Internal/External Relationships: Collaborates closely with the Marketing and Communications team and will work closely with the Global Programs Director and Social Enterprise Business Analyst.

Working conditions: Up to 25% international travel in order to capture stories and assets; may be necessary to work extra time outside of normal office hours. This position is based in Cape Town, South Africa

Application process: Interested and **suitably-qualified** applicants are advised to submit a CV and a one-page cover letter (both in Word format) per e-mail to hello@ngorecruit.com. Application deadline: 15 July 2018. Please note that we are only accepting applications from candidates with eligibility to work in South Africa.