JOB DESCRIPTION

Job Title:	**Knowledge Management Officer**
Division/Programme and Section/Program (if any):	Geoscience, Energy and Maritime (GEM) Division, Disaster and Community Resilience Programme (DCRP)
Location:	Suva, Fiji
Reporting to:	Coordinator – Pacific Islands Emergency Management Alliance (PIEMA)
Number of Direct Reports:	1
Purpose of Role:	The Knowledge Management Officer will play a crucial role in the Pacific Islands Emergency Management Alliance (PIEMA) project by developing and implementing effective knowledge management strategies. The primary objective is to lead the development and direct establishment of PIEMA's knowledge management framework to enhance information sharing, collaboration, and organisational learning within the alliance, contributing to improved emergency management practices in the Pacific Islands region.
Date:	January 2024

Organisational Context and Organisation Chart

SPC, established in 1947, serves as the principal scientific and technical organization in the Pacific region, dedicated to supporting development. As an international development organization, we are owned and governed by our 27 country and territory members. Our mission is to enhance the well-being of Pacific people through the effective and innovative application of science and knowledge. This is guided by a profound understanding of Pacific Island contexts and cultures. For more information, visit https://www.spc.int/.

The GEM Division uses scientific and technical innovations to develop solutions that help overcome development challenges in the Pacific. GEM consists of four key technical programmes: Disaster and Community Resilience Programme (DCRP), Oceans and Maritime Programme, Georesources and Energy Programme, and Earth and Marine Observation Programme.

SPC has brought together its efforts in disaster risk reduction and water and sanitation, along with relevant climate change adaptation and natural resource management initiatives, into an integrated Disaster and Community Resilience Programme (DCRP). Part of SPC's Geoscience, Energy and Maritime (GEM) Division, the DCRP was formed to better support our Member Countries achieve their sustainable development goals through evidence-based action and partnerships for resilience. By bringing these related areas together, the DCRP is focusing SPC efforts to support Member Countries to demonstrate strengthened resilience through integrated actions on disaster risk management, climate change adaptation, natural resource management and increased access to water and sanitation. The DCRP delivers this work through a series of programs and programme funding, coming together through integrated programmatic delivery (https://gem.spc.int/key-work/DCRP).

PIEMA was established in July 2013 to support disaster and emergency preparedness, response coordination and capacity building for National Disaster Management Offices (NDMOs), Police, Fire and Emergency Services, and other national response agencies; as well as support improved interoperability and cohesiveness between key response agencies in Pacific Island Countries (PICs). It is a coalition involving the Pacific Community (SPC), the Regional Disaster Managers Meeting (RDMM), Pacific Islands Fire Emergency Services Association (PIFESA) and Pacific Island Chiefs of Police (PICP) Secretariat.

PIEMA is committed to enhancing emergency preparedness for effective response in the Pacific and is committed to working together and sharing knowledge and experience to contribute to building resilience and safety in our communities. It operates according to the follow values: sovereignty and localisation | regional collaboration and cooperation | trust | teamwork and leadership | transparency and accountability | inter-operability and standards | diversity and inclusion | people-centred collaboration |strengths-focused.

The role of the Knowledge Management Officer is based within DCRP in SPC's GEM Division; and reports to the Coordinator – PIEMA. For this role, recent and relevant Information Knowledge Management (IKM) experience especially within a Pacific Regional Institution is highly desirable. Good verbal and written communication skills, excellent interpersonal skills, demonstrated capacity to work effectively as a member of a team and prioritise tasks are critical. Attention to detail is critical, as is sound judgement and the ability to quickly identify key issues and knowing when to seek input from other areas. The successful applicant must be committed to achieving results and be creative and flexible in their daily activities.
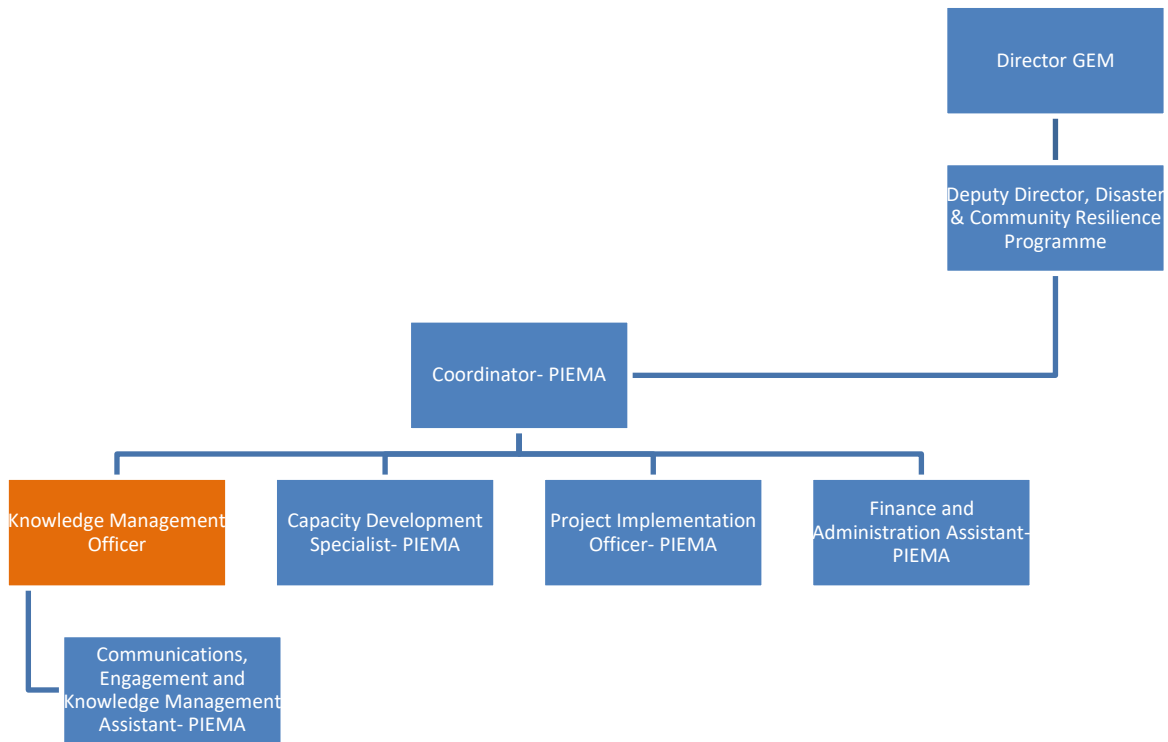
Key Result Areas (KRAs):

The role of Knowledge Management Officer will encompass the following Key Result Areas:

Key Result Area 1: Develop and operationalise PIEMA's knowledge management framework – 50%
Key Result Area 2: Develop and implement effective knowledge management strategies across PIEMA members, SPC and external stakeholders – 30%
Key Result Area 3: Capacity development and staff management – 10%
Key Result Area 4: Build and maintain stakeholder relations – 10%

The performance requirements of the Key Result Areas are broadly described below

Jobholder is accountable for	Jobholder is successful when

KRA 1: Develop and operationalise PIEMA's knowledge management framework (50%)
 	
• Develop PIEMA's knowledge management framework. This will involve the following:
    o Identify, document, and categorise existing knowledge within PIEMA.
    o Create a knowledge map to visualise the flow of information and identify knowledge gaps.
    o Establish processes for capturing tacit knowledge from PIEMA members, SPC and external stakeholders.
    o Develop templates and guidelines for documenting explicit knowledge.
    o Ensure that relevant information is systematically recorded and accessible to all stakeholders.
    o Contribute to PIEMA progress reporting (internal and external) in relation to the knowledge management framework.
	• PIEMA emergency management knowledge framework is established and maintained.

KRA 2: Develop and implement effective knowledge management strategies across PIEMA members, SPC and external stakeholders (30%)
 	
• Develop and implement strategies for effective knowledge management strategies across PIEMA members, SPC and relevant external stakeholders. This will involve the following:
    o Evaluate and recommend appropriate knowledge sharing platforms and tools.
    o Implement and manage a centralised repository for documents, best practices, and lessons learned.
    o Facilitate training sessions to ensure stakeholders are proficient in using the knowledge sharing platforms.
    o Define key performance indicators (KPIs) to measure the effectiveness of knowledge management initiatives.
    o Regularly evaluate and report on the impact of knowledge management activities.
    o Adjust strategies based on feedback and evolving stakeholder needs.
    o Collaborate with PIEMA members to integrate knowledge management into their planning and operations.
    o Ensure that lessons learned from previous and future disasters across the Pacific are incorporated into future response strategies.
    o Implement security measures to protect sensitive information.
	• Evidence that strategies for effective knowledge management strategies across PIEMA members, SPC and relevant external stakeholders are developed and implemented.

Jobholder is accountable for	Jobholder is successful when
o Establish protocols for sharing information while maintaining confidentiality and compliance with relevant regulations.	
KRA 3: Capacity development and staff management (10%) • Develop training programs to enhance knowledge management skills among the PIEMA program team, PIEMA members and other relevant stakeholders. • Provide ongoing support and guidance to individuals and teams in adopting knowledge management practices. • Stay informed about emerging trends and technologies in knowledge management. • Continuously assess and improve knowledge management processes based on feedback and industry best practices. • Management of Communications, Engagement and Knowledge Management Assistant - PIEMA	• Evidence that capacity development programs are created and implemented to enhance knowledge management skills among relevant stakeholders – internal and external. • Evidence of management, mentoring and oversight of Communications, Engagement and Knowledge Management Assistant - PIEMA
KRA 4: Build and maintain stakeholder relations (10%) • Foster a culture of collaboration and knowledge exchange among PIEMA members, internally within SPC and externally with relevant stakeholders. • Facilitate regular forums, workshops, and virtual meetings for information sharing. • Establish and maintain a professional network within the emergency management community.	• Evidence of developed and sustained stakeholder management and network engagement.

The above performance requirements are provided as a guide only and may be subject to adjustments based on the evolving needs of the Pacific Islands Emergency Management Alliance (PIEMA) project. The precise performance measures for this job will need further discussion between the jobholder and supervisor as part of the performance development process.

Most Challenging Duties Typically Undertaken (Complexity):

• Development and operationalisation of the PIEMA knowledge management.
• Development and implementation of effective knowledge management strategies across PIEMA members, SPC and relevant external stakeholders.
• Development of training programs to enhance knowledge management skills among the PIEMA program team, PIEMA members and other relevant stakeholders.
• Conduct of capacity development activities to enhance knowledge management practices within the PIEMA program team and relevant external stakeholders.
• Develop and maintain relevant stakeholder relations and professional networks.
• Staff management.
• May be required to travel regularly and extensively.

Functional Relationships & Relationship Skills:

Key internal and/or external contacts	Nature of the contact most typical
External Key external contacts are: • PIEMA members • Communications, information and knowledge management officers of PIEMA members • Media • Other government agencies • Other CROP agencies • Support partners • Donors and development partners	The incumbent will liaise with representatives of these key contacts for various aspects of supporting the delivery the PIEMA program through, but not limited, the following: • Development and maintenance of PIEMA's knowledge management framework. • Development and implementation of strategies for effective knowledge management strategies. • Development and implementation of capacity development programs to enhance knowledge management skills. • Development and maintenance of stakeholder engagement.
Internal Key internal contacts are: • PIEMA Coordinator and program team • SPC and DCRP communications teams • DD-Disaster & Community Resilience • DCRP staff • Director GEM • DDG-Suva • SPC Corporate Services	The incumbent will liaise with these internal contacts during implementation of the PIEMA program to ensure the deliverables are being addressed within the specified timeframes.

Level of Delegation:

Routine Expenditure Budget: 0 EUR

Budget Sign off Authority without requiring approval from direct supervisor**:** 0 EUR

Personal Specification:

Qualifications

Essential:	Desirable:
• Bachelor's degree in Knowledge Management, Information Science, or related field.	• Bachelor's degree in Knowledge Management, Information Science, or related field.

Knowledge/Experience

Essential:	Desirable:
• Minimum of 5 years relevant work experience in knowledge management, information management, or a related field. • Proven experience in developing and operationalising knowledge management frameworks. • Proven experience in developing and implementing knowledge management strategies in complex organisations. • Familiarity with disaster management practices is highly desirable.	• Work experience in the Pacific at both national and regional levels with a range of stakeholders.

• Excellent communication, collaboration, and training facilitation skills. • Proficiency with Microsoft Office, SharePoint, Social Media platforms and other information, communications and knowledge management tools and systems.	

Key Skills/Attributes/Job Specific Competencies

The following levels would typically be expected for the 100% fully effective level:

Expert level	• Excellent English communication skills (oral and written). • Ability to communicate effectively with range of stakeholders. • Developing and operationalising knowledge management frameworks. • Developing and implementing knowledge management strategies. • Developing and conducting capacity development programs. • Staff management.
Advanced level	• Ability to work as part of a team, with a high level of interpersonal skills. • Attention to detail with high computer literacy. • Communication and responsiveness to needs of stakeholders. • Networking and stakeholder engagement.
Working knowledge	• Knowledge management. • Ability to set priorities and work with minimal supervision. • Ability to work and respond to stakeholders needs in a timely manner. • Flexible approach and demonstrated ability to meet deadlines. • Commitment to continuous improvement. • Strategic thinker with well-developed innovation and analytical skills. • Strong written and communication skills. • Results-orientated and high level of attention to detail. • Excellent PC-based computer skills, including knowledge of Microsoft Office tools, SharePoint and other information and knowledge management tools and platforms.

Key Behaviours
*All employees are measured against the following **Key Behaviours** as part of Performance Development:*
• Commitment/personal accountability
• Professional/technical expertise
• Teamwork
• People centred approach
• Effective communications & relationships
• Leadership
• Promotion of diversity, gender and social inclusion

Personal Attributes
• High level of professional integrity and ethics
• Friendly demeanour
• Demonstrated high level commitment to customer service

Change to Job Description:

From time to time, it may be necessary to consider changes in the job description in response to the changing nature of the work environment – including technological requirements or statutory changes. Such change may be initiated as necessary by SPC. This Job Description may also be reviewed as part of the preparation for performance planning for the annual performance cycle.