

Communication and Knowledge Management Officer

Role Title:	Communication and Knowledge Management Officer	Reports to:	Corporate Services Manager
Directorate	Corporate Services	Department	Corporate Services
Country:	Kenya	Location & Work-Related Travel:	Nairobi
Direct Reports	Communication Assistants	Others Reporting Indirectly	N/A

Job Purpose

The position is responsible for the organization-wide knowledge management process and implementation of KCIC communications strategy, in compliance with donor communication guidelines.

Key Responsibilities

i. Knowledge management

- Create avenues for exchange of information, converting data into valuable information and ensuring its accessibility and usage.
- Maximize creation, discovery and dissemination of knowledge within the KCIC.
- Undertake knowledge management needs assessment and develop strategies to meet those needs.
- Oversee the management of the KCIC's photo and video library, and KCIC's institutional memory through information and materials storage in MIS (the document management system) for ease of access.
- Synthesize responses to queries through knowledge bases, networks, communities of practice and other sources.
- Provide support to the KCIC leadership in maintaining effective communications with donors, government, other partner organizations, and stakeholders.
- Conduct outreach programs and oversee training for staff and clients in the use of Knowledge Management tools.
- Create, develop and manage content for KCIC's web presence
- Promote adoption and use of knowledge management in the organization through the development and support of communities of practice, including consulting and training/capacity building
- Test and monitor Knowledge Management products and services for effectiveness, quality and responsiveness
- Develop and maintain Knowledge Management resources by preparing best practices and capturing Knowledge Management practices through written stories and video debriefings

Communication

- Develop and maintain relationships with journalists and media outlets,
- Implement and evaluate KCIC's media strategy in consultation with the Corporate Services Manager,
- Set internal and external communications standards, guidelines, processes and protocols.
- Monitor daily media and advise on reactive media opportunities
- Identify data, stories, photographs, infographics, and articles for communications materials in liaison with with the M & E and technical teams,
- Develop and pitch proactive media opportunities in consultation with KCIC staff,
- Write and distribute media releases and op-eds,
- Lead production of KCIC's communication materials including the eNewsletter, Sector Bulletins, brochures and promotional material
- Coordinate the marketing and communication of KCIC services
- Coordinate the development and delivery of communication strategies for events, forums and policy submissions.
- Process the publication and dissemination of written materials and content for various communication channels on the various KCIC projects in collaboration with other technical staff.
- Develop, implement and evaluate KCIC's social media and policy advocacy strategies and campaigns initiatives.
- Develop online communication materials including video content
- Liaise with communications staff of various donors, government, and other local partners to identify needs and opportunities for collaboration.

Qualification

- Bachelor's degree in journalism, communication, Knowledge management, development studies, development communications, social policy, public administration, or equivalent
- Post graduate qualification is desirable

Experience

- Minimum five (5) years' experience in developing and implementing knowledge management programmes that contribute to strategic objectives in a reputable institution.
- Working knowledge of educational media and technology including the internet and its utilization for electronic learning.
- Good knowledge of international development issues, trends and approaches
- Proven experience in the design and delivery of capacity development, coaching and mentoring activities, particularly adult learning techniques, replication of best practices

- Proven ability to organize, summarize, and rewrite technical information for non-expert audiences.
- Excellent English and Swahili oral and written communication skills (writing samples will be requested), facilitation and negotiating skills.
- Experience in facilitating workshops and trainings in communication skills.
- Familiarity with social media.
- Website management experience an asset.

Functional Skills

- Computer skills (MS Office, word, excel, powerpoint) familiar with new digital communications
- Communication skills (both written and verbal)
- Report writing skills
- Leadership skills
- Organisational skills

Behavioral Skills

- Professionalism and Integrity
- Innovation
- Critical thinking
- Adaptability
- Resilience
- A team player

How to Apply

Interested candidates are invited to send their up-to-date CV with their contact details, copies of academic and professional certificates, details of current and expected remuneration, the names of three professional referees and a cover letter demonstrating how you meet our requirements to hr@kenyacic.org. **The subject of the email should be the position being applied for.**

Closing date for applications **Friday, 27th January 2023**. Only shortlisted candidates will be contacted.

Kenya Climate Innovation Center is an equal opportunity employer.