Candidate Brief

Knowledge Management & Communications Intern

October 2019
Dear Candidate,

Thank you for the interest you have shown in our vacancy for a Knowledge Management and Communications Intern at CARE International UK.

CARE International is one of the world’s leading humanitarian and development charities. We fight poverty and injustice in the world’s most vulnerable places. We save lives in disasters and conflicts. We stand with women, girls and their communities to achieve lasting change for a better future.

This post will work as part of the Programme Quality Team (PQT), a group of 20 senior experts in women’s economic empowerment, inclusive governance, gender, resilience and shelter, alongside MEL experts and business management support.

This is a great time to join PQT. Our team is at the heart of CARE International UK’s new strategy for the delivery of high quality and impactful programming within CARE and this new fixed-term role will be central to putting in place new knowledge management systems to ensure that CARE’s learning and impact is clearly communicated and effectively shared.

The role will initially focus on two areas of CARE’s work that are key to promoting social justice: women’s economic empowerment (WEE) and inclusive governance (IG). We will never end poverty or achieve gender equality without women’s economic empowerment and inclusive, accountable governance systems are critical for equal distribution of resources and opportunities for the poor and marginalised.

You will support the development of an online platform to profile CARE’s WEE and IG work, and in the process, you will translate technical documents into simple, engaging web copy and learning products that communicate CARE’s impact and approaches to a wider audience.

If you feel you have the experience and skills for this role, we would welcome an application from you.

Laurent Martial

Head of Programme Quality

CIUK Programme Quality Team

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Background Information

CARE International – a global organisation fighting global poverty
CARE International operates in more than 90 countries around the world. We run poverty-fighting programmes and deliver life-saving aid in 79 developing countries. This work is supported by global policy and advocacy work, fundraising, and programme management provided by CARE offices in countries like the USA and the UK.

CARE International UK
CARE International UK was founded in 1985 and we are one of 14 full members of the global CARE International federation. We employ 120 staff and generate around £50 million a year for CARE’s poverty-fighting work.

As well as supporting CARE’s humanitarian and development work around the world, CARE International UK provides specific expertise in the areas of women’s economic empowerment, inclusive governance, humanitarian response (particularly shelter, and gender in emergencies), and engaging with the private sector. We also play a key role in CARE’s work engaging with and influencing policy-makers and decision-makers to tackle the structural causes of poverty and social injustice.

CARE’s programmes are implemented through CARE country offices which are supported with technical assistance and programme management by CARE members (including CARE International UK). We work in partnership with local organisations to deliver many of our programmes.

CARE is non-religious and non-political, allowing us to deliver humanitarian and development assistance to anyone in need regardless of race, gender, ethnicity, age, religion, political view or sexual orientation.

You can find out more about our current strategy here
Programme Quality Team

CARE UK’s contribution to the Global Programme Strategy at strategy includes technical staff working on women’s economic empowerment, inclusive governance, resilience, gender, humanitarian and Measurement, Evaluation, Accountability & Learning (MEAL) issues. All technical staff now sit under the leadership of the Head of Programme Quality.

CARE’s 2020 Global Program Strategy puts knowledge management and learning (KML) at the heart of our work acknowledging that “CARE’s primary asset in the fight against poverty is the knowledge, ideas and experience gained through its implementation of coherent programs....”

CARE has been looking at how we can better understand the impact of our work, manage information and share learning. This is an exciting time for KML at CARE, as we have just launched CARE Shares, a new knowledge management platform that will allow all CARE offices - and eventually outside partners - to access information that is organised, searchable, high-quality and regularly updated.
Job Description

Overview

The purpose of this role is to support the Communications and Knowledge Management Officer to capture, synthesise and communicate the learning and impact of the global technical teams hosted by CARE UK, with a focus on the Women’s Economic Empowerment and Inclusive Governance teams.

The post holder will play a critical role in ensuring that information is clearly communicated and effectively shared across CARE via CARE Shares. Effective delivery in this role will involve working with a range of technical specialists, as well as knowledge management, communications and IT colleagues.

Specific Areas of Responsibility

The main function of this role will be to support the development and promotion of the Women’s Economic Empowerment (WEE) and Inclusive Governance (IG) sites on CARE Shares. There may be opportunities to support with other knowledge management tasks. Key responsibilities will include:

Project preparation and planning
• Introduction to women’s economic empowerment and inclusive governance at CARE
• Training on how to use the Office 365 SharePoint (CARE Shares) platform
• Familiarisation with CARE Shares project orientation package, instructions and guidelines.

Stakeholder management and coordination
• Work closely with the Knowledge Management and Communications Officer and technical colleagues to plan site structures (x 2) and priority content
• Liaise with key internal stakeholders to ensure their work is accurately captured/signposted, including advocacy colleagues, as well as the Savings Groups Scaling Team, Gender Justice team and Applied Economic Empowerment Hub in MENA
• Liaise with Global ECM Super User Group (IT steering committee) during development.

Site development & design
• Create WEE and IG web pages according to agreed site architecture
• Ensure that the sites are user-friendly and engaging (including images and clear web copy)
• Work with IT project leads (US and UK) to identify and troubleshoot any user experience issues.

Content curation and creation
• Populate site and upload and tag priority documents to the library
• Identify engaging content from other CARE platforms for migration (CARE member websites, CARE Insights, CARE wikis etc.)
• In some cases, translate technical content into more digestible formats (e.g. using site ‘news story’ function and standard CARE formats like 5 Minutes Inspiration mailers and Failing Forward podcasts).

Site promotion
• Leverage internal communication channels to promote the new sites
• Provide guidance on how to use CARE Shares and recommendations for ongoing site maintenance.

Any additional duties as may be reasonably required by a senior manager within the scope of the above.
This document forms part of the post holder’s contractual terms and conditions of employment.
The document is not an exhaustive list of core elements of the role. This job description is a working document and may be amended from time to time by mutual agreement.

Data Protection
The post holder hereby agrees not to disclose any confidential or sensitive information to a third party or outside organisation except where required to do so by law.

Health and Safety
The post holder agrees to abide by CIUK’s Health and Safety principles and code of conduct and to take all reasonable steps to ensure both their own safety in the work place as well as that of their colleagues.

Equal Opportunities
The post holder agrees to promote and uphold the principles of equal opportunities in accordance with CIUK’s Equal Opportunities Statement and all related policies.

Safeguarding
CARE International UK has a zero tolerance approach to any harm to, or exploitation of, a vulnerable adult or a child by any of our staff, representatives or partners. Recruitment to all jobs in CARE International UK includes, in particular, criminal record checks and the collection of relevant references. Safeguarding our beneficiaries is our top priority in everything we do.
Person specification

Education & Qualifications: degree level/equivalent experience in global development or related field including communications, journalism, international relations, public policy/health or social sciences.

Essential skills:
- Exceptional organisational and written communication skills
- Proficiency with Office 365 - prior knowledge of SharePoint is desirable but training will be provided
- Ability to work with a diverse range of technical colleagues and to work independently with limited supervision.

Desired skills:
- Understanding of key concepts in women’s economic empowerment and inclusive governance
- Experience of digital communications including social media and website editing
- Fluency in written French and/or Arabic.
CARE UK competency framework is based on four core behaviours: Responsible Stewardship, Working with Others, Professional Accountability and Cultivate learning. Whilst every role might have a different focus in relation to each competency, every employee is expected to provide evidence against the four indicators for each competency. The indicators for each competency are as follows:

**RESPONSIBLE STEWARDSHIP**
- Align performance with CARE strategic goals / Lead with respect / Take an active approach / Use resources effectively

**WORKING WITH OTHERS**
- Communicate effectively / Express appreciation and empathy / Foster internal and external relationships / Provide and receive constructive criticism
PROFESSIONAL ACCOUNTABILITY
Commit to equality and diversity / Take responsibility for own words and actions / Understand our sector / Uphold professional standards

CULTIVATE LEARNING
Be aware of one’s knowledge and skills / Be open to different perspectives and approaches / Manage uncertainty / Reflect to improve

The competency framework provides a selection of competencies that are important for performance at CARE UK. All roles, regardless of their seniority, within CARE UK should have all core 4 competencies identified as essential for effective performance in the job. Having core competencies defined and applied across all levels allows us to ensure a consistent and transparent standard across the organisation.

WORKED IN THE CIVIL SERVICE?
Are you/have you been a member of the Civil Service in the past two years?

Before accepting any new appointment or employment, whether in the UK or overseas, which you intend to take up after you have left the Civil Service, you must consider whether an application under the Business Appointment Rules for Civil Servants is required.

If it is required, you should not accept or announce a new appointment or offer of employment before it has been approved. The model application form for this purpose is available at: https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/492789/Civil_Servants_Business_Appointments_Application_Form_-_2016.doc and on civil service departmental intranets. This form should be used for all applications under these Rules. Retrospective applications will not normally be accepted.

Please Note:
In accordance with the DfID Code, all applicants shortlisted for recruitment to commercial contracts will be asked to declare any conflict of interest.
For further information about CIUK:

www.careinternational.org.uk

Twitter: @careintuk