



KNOWLEDGE MANAGEMENT OFFICER

Reports to: MEL Advisor

Duty station: Nairobi

Ref: CBCC AFRICA_HRU_KMO_Q42024

Background

CBCC Africa is a Kenyan organization committed to delivering locally driven, comprehensive Social and Behaviour Change (SBC) solutions across diverse sectors through evidence-based programming, innovative approaches, and strengthened partnerships. With proven expertise in SBC program design, planning, implementation, evaluation, training, capacity building, and research, we are dedicated to transforming communities and fostering lasting societal change. Our work contributes to advancing SBC policy and practice in Kenya and across Africa, driving meaningful and sustainable impact.

Role Summary

We are seeking to recruit a Knowledge Management Officer for an anticipated 5-year Social Behaviour Change (SBC) Activity. This initiative aims to support individuals, households, and communities in adopting priority health behaviors through evidence-based SBC interventions in Malaria, Family Planning and Reproductive Health, Maternal, Newborn and Child Health (FP/RMNCAH), Water, Sanitation and Hygiene (WASH), Menstrual Hygiene Management (MHM), HIV and Global Health Security (GHS). This activity will identify and address individual, social and structural factors influencing health behaviours, use evidence-based design and learning, strengthen government systems and structures to improve coordination, collaboration and learning for SBC initiatives as well as strengthen technical capacity at individual, organizational and systems level to effectively design, implement and monitor SBC interventions.

The **Knowledge Management Officer** will play a pivotal role in ensuring the uptake and dissemination of Social and Behaviour Change (SBC) evidence to key stakeholders. This role involves guiding the development of knowledge-sharing platforms, ensuring systematic documentation of best practices, lessons learned, and success stories. Promote a culture of continuous learning and improvement, facilitating evidence-based decision-making to enhance the effectiveness and sustainability of SBC interventions. Collaboration with key staff and stakeholders to integrate knowledge management into program workflows, supporting cross-sectoral knowledge exchange and the consistent application of SBC evidence across all project areas. This role focuses on using various platforms and formats to make SBC knowledge accessible, actionable, and aligned with program objectives. This role will coordinate the program's learning agenda and facilitate knowledge-sharing processes that drive informed decision-making and enhance SBC outcomes.

Key Responsibilities

Strengthen SBC Knowledge Management and organizational learning to enhance evidence sharing and application across programs

1. SBC Knowledge Management assessment: Conduct information needs assessments to identify key knowledge gaps and requirements, ensuring that SBC knowledge management activities align with organizational and stakeholder priorities.
2. SBC Knowledge Management roadmap: Develop and implement a structured Knowledge Management (KM) roadmap and strategy, applying CLA (Collaborating, Learning, and Adapting) principles in partnership with key national and sub-national programs and Service Delivery Partners (SDPs) to facilitate effective knowledge sharing and learning across programs.
3. SBC evidence dissemination: Coordinate the development and dissemination of SBC evidence and best practice through diverse platforms, ensuring information is presented in a format that is accessible and relevant for a variety of stakeholders fostering knowledge sharing and continuous improvement across SBC initiatives. Use innovative community level dissemination of evidence and best practices.
4. Learning Agenda Implementation: Support the development and implementation of a program learning agenda in collaboration with key partners and stakeholders.
5. Knowledge exchange sessions: Facilitate regular knowledge exchange sessions, including webinars, workshops, technical working groups, briefings amongst others to keep stakeholders informed on SBC developments and lessons learned.
6. Knowledge Management Systems and Tools: Maintain and optimize knowledge management platforms and tools, ensuring stakeholders have access to up-to-date SBC evidence and resources including standardized templates, processes, and tools to support the consistent capture and sharing of program evidence.
7. Monitoring and reporting: Track the reach and utilization of shared SBC evidence among stakeholders, gathering feedback and insights to enhance knowledge-sharing practices. Prepare regular reports on knowledge management activities, including dissemination efforts, learning agenda updates, and stakeholder feedback.
8. **Other Duties**
 - Provide support for other SBC programming needs of the project as they arise, adopting a collaborative "one team" approach.
 - Perform other related duties as assigned by the MEL specialist or project leadership.

Qualifications

- Bachelor's degree in communication, information management, Knowledge Management, Public Health, Development, or a related field.

Experience and key competencies

- Minimum 5 years of experience in knowledge management, information dissemination, or related fields, preferably within public health or SBC.

- Demonstrated expertise in synthesizing complex information into digestible, actionable formats for a variety of audiences.
- Strong organizational and project management skills, with experience in coordinating cross-functional teams or working groups
- Excellent communication and facilitation skills, with experience engaging a diverse range of stakeholders.
- Familiarity with SBC, health systems, and key health sector stakeholders in Kenya is highly preferred.
- Proficiency in knowledge-sharing tools, data visualization, and report writing

Child safeguarding and PSEA commitments

CBCC Africa maintains a strict zero-tolerance policy toward all forms of sexual exploitation and abuse. The organization treats all reports involving exploitation or abuse against children and vulnerable adults with utmost seriousness. CBCC Africa has implemented safeguarding policies that establish clear expectations, a code of conduct, and responsibilities for its personnel, including staff, consultants, volunteers, and interns. All individuals associated with the organization are required to adhere strictly to these guidelines to ensure the safety and dignity of vulnerable population

How to apply

If you would like to join the CBCC Africa team, please complete the form on this link [Knowledge Management Officer](#)

All applicants must provide at least three professional references, who are not family members or relatives, with current telephone contacts and email addresses. The references must be able to provide substantive information about your past performance and abilities.

Please note CBCC Africa does not require applicants to pay any money at whatever stage of the recruitment and selection process and has not retained any agent in connection with recruitment. Our vacancy notices may appear in different job boards; however, all open vacancies are published on our website under the Opportunities page and on our official social media pages. Kindly also note that official emails from CBCC Africa are from hr@centreforbcc.com address.

The closing date for submitting applications is November 13th, 2024 at 5 p.m. (East African Time). Only shortlisted candidates will be contacted.