TERMS OF REFERENCE

Position Title: Knowledge Management (KM) Officer
Name of Hub: Knowledge Management (KM) Hub
Salary: R22 000 – R25 000 per month (commensurate with experience)
Start date: ASAP
Location: Cape Town, South Africa

About SouthSouthNorth

SouthSouthNorth (SSN) supports national and regional responses to climate change through policy and knowledge interventions, partnerships and deep collaboration. We do this by connecting people and information, enhancing capability and mobilising resources to respond innovatively to the challenges and opportunities that climate change presents. Being positioned in the Global South affords SSN a deeper understanding of, and connection to, the climate and development challenges facing the region. We enhance developing countries’ access to climate information by brokering climate knowledge through formalised exchanges among various stakeholders. We assist decision-makers in delivering climate compatible development by informing policy formulation and implementation. We bring good governance to the management of donor funds, technical assistance and project management.

Full details of the projects that SSN currently implements are available at www.southsouthnorth.org.

About KM

KM is a practice hub that services SSN and its programmes. It leads knowledge management and communications within the organisation. Knowledge management activities include conceptualising knowledge management strategies to improve information-sharing within SSN (i.e., between Hubs and programmes) and between SSN and external stakeholders; and ensuring that knowledge is captured, shared and accessible to all interested parties. The KM Hub works closely with various SSN programme teams to develop and implement their KM and communications strategies.
Role Summary

The KM Officer will be responsible for supporting the KM Hub, particularly with:

Detailed roles and responsibilities

KM Hub support

- Support the KM Hub in promoting a KM culture and practices at SSN by contributing ideas and inputs, as well as implementing the KM team's decisions.
- Contribute and implement innovative ideas to improve the KM Hub's functioning.
- Support the KM Lead with organising, recording and following up on relevant meetings.
- Keep relevant knowledge products and repositories up-to-date, as required.
- Manage the KM Hub’s regular tasks and meetings, including:
  - Organising regular meetings (e.g. monthly office meetings, monthly tutorials, etc.) and compiling post-meeting summaries and action points.
  - Gathering content for and compiling SSN’s mailers, including the internal monthly newsletter.
  - Compiling relevant information within the KM Hub in the required formats to be shared with other teams (e.g. monthly timesheets, upcoming subscriptions, etc.).
- Manage relevant email accounts for the KM Hub.
- Liaise with external suppliers, as required.

Design support

- Support staff with document formatting, as required, to uphold SSN’s reputation.
- Create visually appealing knowledge products for SSN, based on provided branding guidelines and clear briefs or existing templates.

Web and social media support

- Support the KM Hub’s Digital and Design Manager with the following:
  - Publishing provided content.
  - Gathering analytics on the relevant platforms.
  - Regularly checking SSN’s website to ensure all content is current and up to date.
  - Ensuring that SSN follows relevant and appropriate organisations and content on social media.
○ Updating SSN’s social media calendar annually to align with relevant events.

Skills Required

● Excellent English communication skills, both in writing and oral communication.
● Proficiency in the Microsoft Suite (including Word, Excel and PowerPoint).
● Proficiency in the Google Suite (including Docs, Sheets, Forms and Slides).
● Excellent coordination skills.
● Excellent organisational skills, with the ability to manage multiple tasks simultaneously in an efficient and organised way while maintaining attention to detail.
● Ability to create and follow well-thought-out plans and processes for relevant responsibilities.
● Confident working both independently and collaboratively, as required.
● Strong technological competency. Familiarity with design, virtual meetings, web and social media platforms is beneficial.
● Ability and desire to take initiative and innovate to improve the KM Hub’s services and ways of working.
● An understanding of or willingness to learn about the climate change space.

Qualifications and Experience

Relevant tertiary qualification. Experience in communications, graphic design and/or web design, or a related field, is an advantage.

Application process

To apply, please complete the following Application form.

Applications will close at midnight on 17 March 2024 (SAST). Shortlisted candidates will be contacted within two weeks of the closing date. If you are not contacted within this time period, please consider your application unsuccessful. Unfortunately, we are not able to offer feedback on any application made for this job posting. SSN is committed to providing equal opportunities and practising affirmative action employment relating to race, gender and disability. Only candidates who are eligible to work in South Africa will be considered for this post. SSN reserves the right not to make an appointment.