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| **TITLE:** Content Curation Officer | | |
| **TEAM/PROGRAMME:**  Evidence & Learning team, Programme Quality & Impact (PQI) department | **LOCATION:** London or any existing Save the Children office, with potential for occasional travel as required. Terms and conditions will apply. | |
| **GRADE**: D Junior-Mid level | **CONTRACT LENGTH:**  Permanent | |
| **CHILD SAFEGUARDING:**  Level 1:  the post holder will not have contact with children and/or young people, or access to personal data about children or young people, as part of their work; therefore, a police check will not be mandatory for this post unless the content of the post changes, in which case the Child Safeguarding level should be reviewed. | | |
| **ROLE PURPOSE**  The role holder will be part of the **Knowledge Management and Learning team** within the Evidence & Learning team, part of Program Quality and Impact.  The purpose of the Knowledge Management and Learning function is to support continuous improvement of our impact for children by ensuring that Save the Children consistently identifies, generates, applies, and shares Program Quality and Impact knowledge and Knowledge Management best practices in support of the delivery of our strategic objectives and our global breakthroughs for children.  Specifically, the role holder will be responsible for supporting the Global Program Quality and Impact team to upload, tag and organise internal thematic resources effectively and efficiently on the Resource Centre, as well as create compelling collections and communications materials, so that they are effectively shared with the rest of the Save the Children movement.  [Save the Children’s Child Rights Resource Centre](https://resourcecentre.savethechildren.net/) is an e-library that hosts comprehensive, reliable, and up-to-date information on Save the Children’s and our partners’ work. The website is open to the public and provides access to thousands of quality-assured materials free-of-charge, in one convenient location. Development of an associated gated staff portal has recently concluded, bringing our internal and external facing knowledge into one location for the very first time. | | |
| **SCOPE OF ROLE:**  **Reports to:** Knowledge and Learning Systems Advisor  **Dotted line:** Head of Unit – Resource Centre (Save the Children Sweden)  **Staff reporting to this post**: None  **Budget Responsibilities:** None  **Role Dimensions**:  The role holder will work closely with and support the Knowledge Management and Learning Systems Advisor, PQI Programme Officers and the Save the Children Sweden Resource Centre team. The Resource Centre Curation Officer will work with a wide range of stakeholders, including all of PQI, Policy, Advocacy and Campaigns, and technical staff across Save the Children member and country offices. | | |
| **KEY AREAS OF ACCOUNTABILITY:**  **Deliver consistent, ongoing support to the operation, communication and technical functioning of key Knowledge Management platforms**   * Provide technical support across PQI department on the use and maintenance of the Child Rights Resource Centre, specifically its new staff portal, as well as the use of the system in combination with other core Knowledge Management and Learning systems such as OneNet (intranet), Microsoft Teams and Workplace (professional social media). * Supports the planning, creation and roll-out of ongoing global communications (including creation of digital artefacts and webinars focussed on system socialisation) to embed the Resource Centre and the staff portal in the daily work of staff across the movement. * In collaboration with the Knowledge Management and Learning Systems Advisor and Resource Centre team in Save the Children Sweden, seek continuous feedback from across Save the Children on the functionality and usability of the Resource Centre staff portal. * As major system development work on the Resource Centre Staff Portal’s first phase completes, take increasing responsibility for ‘business as usual’ technical support to users, acting as first-line technical support to end users in the event of requests for support or access via a help desk function.   **Consistently engage with content across systems, ensuring resources are reviewed, made available, organised and elevated effectively**   * Provide support and guidance to upload, tag and curate documents to the Resource Centre Staff Portal and other relevant systems as required (e.g., Global Learning Log, Global Research, Evaluation and Assessment Pipeline). * Liaise with the Evidence Uptake Advisors and PQI Programme Officers to administer and maintain Collaborative Collections, as well as curate highlighted ‘top resources’ sections in the staff portal. * Ensure key content, resources and collections are highlighted to relevant stakeholders via Workplace, newsletters, Learning Programme courses, and Communities of Practice. * Monitor usage of and suggest improvements to organising principles as necessary, including revisions to taxonomies and/or key word tagging. * Serve as a final gatekeeper for resource quality assurance, checking materials adhere to Save the Children’s quality recommendations and safeguarding policies.   **Support to wider KM Function**   * Collect, analyse and present data to support the planning and delivery of improved use and uptake of the Resource Centre Staff Portal, including feedback from users across Save the Children. * Provide capacity-building and technical support to intended users of broader knowledge management systems and platforms to drive uptake and use. | | |
| **SKILLS AND BEHAVIOURS (SCI Values in Practice**)  **Accountability:**   * holds self-accountable for making decisions, managing resources efficiently, achieving and role modelling Save the Children values * holds the team and partners accountable to deliver on their responsibilities - giving them the freedom to deliver in the best way they see fit, providing the necessary development to improve performance and applying appropriate consequences when results are not achieved.   **Ambition:**   * sets ambitious and challenging goals for themselves, takes responsibility for their own personal development and encourages their team to do the same * widely shares their personal vision for Save the Children, engages and motivates others * future orientated, thinks strategically and on a global scale.   **Collaboration:**   * builds and maintains effective relationships, with their team, colleagues, Members and external partners and supporters * values diversity, sees it as a source of competitive strength * approachable, good listener, easy to talk to.   **Creativity:**   * develops and encourages new and innovative solutions * willing to take disciplined risks.   **Integrity:**   * honest, encourages openness and transparency; demonstrates highest levels of integrity.   **TECHNICAL COMPETENCIES**  **Ensures that evaluations and research are effectively and efficiently managed** (‘skilled’ level)   * Ensures consistent and systematic elevation of thematic and programmatic knowledge products, highlighting impactful resources as necessary. * Demonstrates a clear understanding of quality standards, upholding these when communicating effective curation and content management.   **Strengthens evidence and learning uptake through analysis and collaboration** (‘skilled’ level)   * Builds the capacity of users of Knowledge Management and Learning systems to upload, curate and collect. * Consistently monitors the use of systems that relate to learning, ensuring engagement and identifies areas for improvement of system uptake.   **Translates and presents data to promote its use for programme, policy and advocacy decision-making** (‘skilled’ level)   * Communicates information in a variety of formats for different audiences. * Identifies opportunities to present data from knowledge management and learning systems in order to influence organisational decision-making. | | |
| **QUALIFICATIONS**     * Undergraduate degree or equivalent in library science, international development, education, or relevant field, and/or higher education qualification in information management, knowledge management, user experience or human-computer interaction. | | |
| **EXPERIENCE AND SKILLS**  **Essential:**   * Good Computer Literacy skills, including the ability to manage, or learn to manage, a WordPress content management system * Experience of effective project organization/management * Strong interpersonal and cultural awareness skills, and the ability to develop productive relationships across a wide range of stakeholders in a diverse, international environment * Strong orientation towards continuous improvement in user experience or customer service * Experience conducting interviews and/or developing surveys using Survey Monkey or Microsoft Forms * Good level of IT competency, strong knowledge and skills in Microsoft Excel * A strong attitude for precision, thorough attention for detail and passion for quality * Collecting quantitative data and undertaking simple analysis (graphic displays, presenting trends, etc.) * Fluency in English with excellent written and verbal communications skills and a passion for creative and effective communications * Commitment to the mission, vision and values of Save the Children.   **Desirable:**   * Working knowledge of Microsoft SharePoint and Power Platforms (e.g. Power Automate, Power Apps), as well as graphic design software (e.g. Canva, Adobe InDesign, Illustrator) * Experience in working in at least one of the five thematic areas preferred (Child Protection, Child Poverty, Child Rights Governance, Education, Health & Nutrition) * Written language skills in French, Spanish or Arabic | | |
| **Additional job responsibilities**  The duties and responsibilities as set out above are not exhaustive and the role holder may be required to carry out additional duties within reasonableness of their level of skills and experience. | | |
| **Equal Opportunities**  The role holder is required to carry out the duties in accordance with the SCI Equal Opportunities and Diversity policies and procedures. | | |
| **Child Safeguarding:**  We need to keep children safe so our selection process, which includes rigorous background checks, reflects our commitment to the protection of children from abuse. | | |
| **Safeguarding our Staff:**  The post holder is required to carry out the duties in accordance with the SCI anti-harassment policy | | |
| **Health and Safety**  The role holder is required to carry out the duties in accordance with SCI Health and Safety policies and procedures. | | |
| **JD written by: Rob Jones** | | **Date: 05 December 2022** |
| **JD agreed by: Michael O’Donnell** | | **Date: 05 December 2022** |
| **Job Description updated By:** | | **Date:** |
| **Evaluated:** | | **Date:** |