

## JOB DESCRIPTION OF Manager, Knowledge Management

### Job Context

1. Job Title	Manager, Knowledge Management
2. Job Location	AVC Dhaka Office
3. Supervisor	Deputy Chief of Party
4. Supervisee	Knowledge Management Specialist

### Purpose Description

DAI, an international consulting firm based in the United States, is currently accepting applications from candidates for a Manager - Knowledge Management position to support the U.S. Agency for International Development (USAID) Agricultural Value Chains Project in Bangladesh (AVC). To ensure improved food security in Bangladesh, AVC is working with local businesses and organizations to strengthen agriculture value chains in Feed the Future (FtF) regions of Bangladesh. The goal of this project will be achieved through broad-based economic governance, which enhances long-term food security by applying a market systems approach. The project will target 20 districts comprising the Southern Delta.

The Manager, Knowledge Management will facilitate AVC's learning and sharing processes while ensure that all reports are prepared in accordance with USAID requirements. He will also guide and support the monitoring team members based in Dhaka and regional offices to ensure regular flow of project information across teams, engage them in reflections and draw learning. He will also support food and non-food value chain teams with hands-on role in program design and refinement.

### I. Main Roles and Responsibilities

#### a) Prepare and operationalize AVC project M&E strategies and action plans

- i) Implement the Knowledge Management Strategy and framework following market systems benchmarks/tools and assess systematic changes due to project interventions
- ii) Update Monitoring and Evaluation Plan with progress made, change strategies and annual work plan
- iii) Finalize FTFMS targets (2018) with USAID and set project overall targets in consultation with program staff and AVC contract agreement.
- iv) Integrate Monitoring and Evaluation with hands-on role in program design/redesign processes
- v) Actively support AVC strategic planning and activity design integrating AVC KM outcomes

#### b) Establish baseline and results measurement systems with an active internal Data Quality Assurance (DQA) systems

- i) Establish project beneficiary baseline for the selected value chains and establish Internal Data Quality Assurance (IDQA) systems and structures
- ii) Conduct annual performance studies to assess progress and report to donor and management.
- iii) Supervise and coach KMT members to gather knowledge products, field observations, lessons based on market systems feedback mechanism.

- iv) Organize monthly reflection, quarterly portfolio learning meeting and assist management in improving Knowledge Management systems.
  - v) Coordinate AVC's learn strategy with other teams and facilitate sharing via workshops, meetings, internal trainings, team to team dialoguing, structured review and planning processes.
- c) Prepare reports, maintain a robust database, update TAMIS periodically for global use**
- i) Perform Annual Performance studies; prepare M&E reports and document results
  - ii) Develop ICT based Knowledge Management Platform and database linking the M&E module over TAMIS with DAI home office expert.
  - iii) Integrate MIS and GIS in M&E systems design considering future exit strategy linking with private sector partners.
  - iv) Set up standard office (standard) filing systems ensuring compliance with USAID DQA

## **II. Main Focus in Knowledge Management and Teamwork Roles and Responsibilities**

1. Manage the gathering and interpretation of AVC data in close collaboration with the Market Systems Team.
2. Promote collaboration and team learning with actively facilitating sharing among team members, external partners;
3. Contribute to food and non-food value chain teams with hands-on role in program design and/or refinement.
4. Engage and facilitate team work in the technical and operational aspects of your job
5. Prepare quarterly reports and participate in quarterly portfolio review processes
6. When appropriate produce research papers designed to shape the dialogue on system issues related to the application of market systems approaches and your role in AVC
7. Participate in system workshops and meetings and represent AVC at relevant conferences
8. Builds personal knowledge and skills to enhance one's own performance and contributions to the team
9. When appropriate produce research papers designed to shape the dialogue on system issues related to the application of market systems approaches and your role in AVC
10. Participate in system workshops and meetings and represent AVC at relevant conferences

## **III. Compliance Roles and Responsibilities**

1. Actively work with Market Systems team and Communications Team to share M&E findings knowledge and skills with other team members via sharing, exchanges and trainings.
2. When appropriate coordinate with Team Managers in managing contractual relationship and grant agreements in developing these service markets
3. When appropriate ensure required monthly financial reports and returns to the Finance and Administration Unit have been prepared and submitted by managers
4. Participate in field travel especially in the Southern Delta region
- 5. Ensure compliance to all AVC policies and procedures**

## **Education, Experience and Skill Requirements**

### **Education/qualifications:**

#### **Essential -**

- Educated to Master's degree level or equivalent in a relevant discipline such as Economics, Agri-Economics, Business Management, Marketing

#### **Desirable -**

- Post graduate qualification in a relevant discipline

### **Experience:**

#### **Essential -**

- 15 years' experience working in a private system development program, preferably with a specific focus on market development, business development services, or value chain improvement;
- Financial management and reporting

#### **Desirable –**

- Relevant (additional and specific) experience
- Relevant experience in market systems projects
- Managing sub contractual relationships and/or grant agreements

### **Skills:**

#### **Essential -**

- Excellent spoken English
- Strong Analytical and English writing skills
- Good communication and interpersonal skills
- Effectively work in teams
- Commitment to learning and sharing
- Competencies in MS Word, Excel, Powerpoint and Outlook

#### **Desirable -**

- Prior knowledge and exposure to a market systems approach, or value chain analysis
- Ability to facilitate stakeholder workshops
- Making presentations to small and large groups