

The NGF Knowledge Management Unit

Overall Objectives

To implement the Knowledge management initiative of the Forum at the Secretariat in line with the NGF KM Strategic Document, Implementation plan and periodic work plans of action

Specific Duties

1. Develop the necessary KM tools for the knowledge transformation of all the processes carried out by the various units of the secretariat
2. Ensure the implementation of the competency and skill development component of the KM initiative of the Secretariat
3. Develop a comprehensive calendar of activities and ensure attendance and representation by the secretariat as well as develop knowledge resource output accordingly
4. Oversee the population of the CMS with requisite knowledge resources from every state in Nigeria as well as from all NGF projects and initiatives
5. Ensure the NGF Resource Centre is well managed and that all resources are current and up to date through rigorous research and continuous procurement of books and other resources.
6. Research specific policy and governance issues as instructed.
7. Collect relevant information and to be published in the NGF monthly newsletter as well as act as the research team in all focus areas in the same regard

Membership

1. Knowledge Management Advisor
2. ICT Officer
3. Researcher NYSC
4. Researcher NYSC

Knowledge Management Associate (Terms of Reference for NYSC members)

1. Job Purpose:

To provide timely, technical support and advice to the NGF secretariat) in order to contribute the effective and efficient implementation of NGF's Knowledge Management (KM) Framework and help accomplish the NGF KM plan of action in the context of NGF KM Strategy 2011/2012.

2. Expected Outcomes:

Knowledge Management Framework Implementation

Contributes to the Knowledge Management initiative of the NGF by providing specific support in all activities leading to the implementation and improvement of NGF's emerging;

- organizational culture for knowledge sharing,
- management of the content management system,
- business processes and information technology solutions for knowledge capture, enrichment, storage and retrieval,
- State Peer Review Mechanism, and
- Knowledge sharing, learning, and dissemination through external relations and networking.

3. Duties

3.1 *KM Activities - Facilitation, Administration, and Communication*

Work with the Knowledge Management advisor in supporting all operations of the NGF. Helps provide technical support and guidance to NGF staff and all state level contributors to the NGF CMS and other stakeholders involved in NGF activities. Helps ensure consistency in preparation of information and training materials on KM. Helps facilitate the organization and implementation of conferences, seminars, and workshops on KM. Helps develop structures, agendas, implementation plans, and implementation thereof.

3.2 *Learning and Development*

Provide technical and organizational support in identifying and developing learning and development programs on KM and learning in the NGF to enhance the quality of knowledge and processes for producing and integrating new knowledge in NGF operations.

3.3 *Secretariat activities*

Provide technical and organizational support to all NGF activities through identifying, creating, storing, sharing, and using knowledge resources, and extending related services. Help recommend options to optimize accessibility to knowledge resources and services by internal and external users. Help provide technical and organizational support to related KM

working groups and their activities and serves and participates as member or focal point as appropriate. Assists in the preparation of, and monitoring and reporting on NGF activities.

3.4 Knowledge Creation

Contribute to the innovation and development of new knowledge resources and services and the continued refinement of existing ones. Helps provide support in the packaging of knowledge resources and services in creative and innovative ways to maximize their usability and usefulness to a variety of user groups including NGF staff, state governors, technical partners, MDAs, etc and other internal and external users. Suggests and proactively contributes to the development of pilot initiatives in email distribution, web publicity, media outreach, website enhancements and enhancements in the Knowledge Management Units established in states especially in the context of the SPRM. Helps provide support in the development and maintenance of NGF web presence. Helps track and identify opportunities to feed knowledge solutions to decision-makers prior to them taking strategic decisions and oversees the delivery of these findings. Helps identify opportunities to "plough back" the sharing of knowledge resources and services onto events organized by others.

3.5 Knowledge Capture and Storage

Assists in capturing and storing knowledge resources (e.g., good practice notes, documents, calendar and profile pages), and helps develop and operate new web-based platforms to ensure ready access.

3.6 Editorial Work

Monitors the development, and assists in the writing and production, of e-newsletters, one-pagers, pamphlets, and other knowledge products. Ensures the accurate and timely planning and production of postings and regular publications pertaining to knowledge products and services by creating and implementing production schedules; quality-checking of KM products prior to uploading and dissemination; performing lay-outting; and coordinating with artists and printing supervisors during presswork. Helps exercise quality control on RSDD's knowledge products and services such as the new ADB Briefs and Working Papers in the Sustainable Development series.

3.7 Liaison and Coordination with Internal and External Clients

Liaise with departments within NGF secretariat to promote effective and efficient implementation of NGF's Knowledge Management Framework .

3.8 Tracking Achievements

Tracks knowledge management service performance using agreed key indicators. Provides periodic reports on progress

4. Educational Requirements:

Bachelor's degree major in ICT, Communications, International Studies, Law or related areas

Relevant Experience and Other Requirements:

- Suitability to undertake the responsibilities mentioned above at the required level.
- Proven ability to undertake background research and analysis on difficult but well-defined tasks, collect and organize required data and information, and prepare notes, papers, and sections of reports.
- Above-average knowledge of computer applications, particularly desktop publishing programs.
- High written and oral proficiency in the English language.

5. Core Competencies:

Application of Technical Knowledge and Skills

- Deals with routine queries and correspondence in accordance with procedures
- Proactively seeks relevant development opportunities and submits for approval
- Produces summaries and frameworks by collecting and analyzing diverse information

Achieving Results and Problem Solving

- Proposes solutions to minimize delays and setbacks in completing work
- Reviews all task objectives and achieves core deliverables
- Uses time management and organizational skills to promptly complete work to the required standard
- Delivers beyond the stated task objectives

Working Together

- Consistently works effectively with individuals of different views, culture, nationality, gender, and age
- Consistently seeks assistance when requirements are unclear
- Provides timely updates on relevant information
- Freely shares and seeks useful knowledge and to complete work

Communication and Knowledge Sharing

- Uses effective written and oral communication in preparing documents, presentations and interactions
- Asks questions to understand how to follow up on feedback
- Locates relevant information to expedite workflow

Innovation and Change

- Adopts new policies, systems and processes in a timely fashion
- Shares ideas for how work can be completed more effectively

Immediate Reporting Relationships / Other Information:

Supervisor: Knowledge Management Consultant/Designated Staff

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