# Terms of Reference (TORs) for

# COMMUNICATION & KNOWLEDGE MANAGEMENT

**Position title:** Manager, Knowledge Management (KM)

**Duration:** Contractual Initially for 03 years' extendable performance based Contract.

**Location:** NDRMF Headquarters, Islamabad, Pakistan

**Reports to:** Group Head, Data Analytics/Quality Assurance Group

## A. Purpose of the Role / Scope of Work:

The Manager of Knowledge Management (KM) will be responsible for creating, implementing, and managing processes to capture, share, and use knowledge generated across organization. This role is pivotal in ensuring that valuable knowledge and information within the organization are effectively captured, managed, shared, and utilized to enhance organizational learning, performance and decision making. The Manager will oversee knowledge management activities, promote a culture of knowledge sharing, and ensure that NDRMF becomes a knowledge hub for disaster risk management and climate resilience. The KM will report to CEO through relevant department heads.

## B. Duties / Responsibilities:

a) Development and Implementation of KM Strategy:

- Develop and implement a comprehensive knowledge management strategy aligned with NDRMF's long term business strategic objectives and supports its progressive role in climate resilience and disaster risk management.
- Design KM policies, procedures, tools and best practices to ensure effective knowledge capture, storage, and dissemination.
- Establish mechanisms to assess efficiency and effectiveness of KM strategy and initiatives.
- Take lead in aligning and integration of knowledge products into NDRMF broader coordination strategy.
- Specifically lead in developing highly technical knowledge products related to risk assessments from NDRMF's NATCAT.

b) Foster a knowledge-sharing culture across the organization. Knowledge Capture and Documentation:

- Identify critical knowledge areas and ensure systematic documentation and capture of knowledge from projects, programs, and other organizational activities as well as from external stakeholder consultations and events.
- Design , manage and maintain digital KM repository which is user friendly, easy to access, and secure.
- maintain centralized knowledge repository that includes case studies, best practices, lessons learned, research findings, project and program reports, publications, frameworks, toolkits, and other relevant information.
- Collaborate with all technical/subjective departments.
- Collaborate with IT department to ensure KM tools are user friendly, secure, and aligned with organizational needs.
- Establish protocol to keep repositories updated with relevant, accurate quality, and organized information
- Create document standard/process of handover documentation and knowledge sharing during role transitions, preserving institutional memory and enabling seamless continuity.

c) Knowledge Sharing and Utilization:
- Facilitate the sharing of knowledge across departments, teams, and external stakeholders through various platforms such as workshops, seminars, webinars, and online portals.
- Analyse the application practices across the organization for knowledge gathered and feedback collected from programme implementation and ensure that knowledge is accessible and utilized effectively to improve decision-making, project implementation, and organizational performance.
- Organize internal organization workshops, seminars and training programs to engage staff and promote external skill development and knowledge sharing.
- Promote the use of knowledge management tools and technologies to enhance knowledge sharing and collaboration.
- Design and manage social media campaigns.
- Oversee and guide communication and media strategy of NDRMF.
- Develop & apply state of the art digital media channels and tools.

d) Capacity Building and Training:
- Organize training sessions and capacity-building programs to enhance staff skills in knowledge management practices and tools.
- Conduct training and orientation sessions for NDRMF staff on KM tools, systems, repositories, and best practices and ensure that digital platforms/tools are well utilized internally and externally for knowledge sharing.

- Provide guidance and support to staff in documenting and sharing their knowledge effectively.

e) Monitoring and Evaluation:
- Establish and manage Key performance indicators (KPIs) for KM initiatives, vis a vis assessment and reporting on KM efficiency, effectiveness and sustainability.
- Yearly review and update the KM strategy and processes based on feedback, organizational needs, evolving best practices and evaluation results.

f) Stakeholder Engagement:
- Engage with external partners, including government agencies, development partners, NGOs, and academic institutions, to facilitate knowledge exchange and collaboration.
- Represent NDRMF in knowledge management forums, media and networks to stay updated on best practices and emerging trends.

g) Content Management:
- Oversee the development and management of content for NDRMF's knowledge management platforms, including the website, intranet, and knowledge portals.
- Ensure the quality, accuracy, and relevance of the content.

h) Reporting:
- Prepare and present regular reports on knowledge management activities, achievements, and challenges to senior management and the Board of Directors.
- Document and share success stories and impact of knowledge management initiatives within and outside the organization.

## C.    Knowledge/Skills/Qualifications/Experience:

a) **Education**:
- A Master's degree in Knowledge Management, Information Science, Library Science, International Relations, media and communication sciences, social sciences or a related field. A PhD or other advanced degrees will be an added advantage.

b) **Experience**:
- At least 8-10 years of relevant experience in knowledge management, information management, learning & development, media & communication or a similar role, preferably in the fields of disaster risk management, climate change, or development sectors.
- Proven experience in developing and implementing knowledge management strategies and systems.

- Strong experience in facilitating knowledge sharing and capacity building.

c) **Skills**:
- Being strategic and having a growth mindset.
- Excellent communication and interpersonal skills.
- Strong analytical and problem-solving skills.
- Proficiency in knowledge management tools and technologies.
- Strong project management skills with the ability to manage multiple initiatives simultaneously.
- Exceptional writing and editing skills.
- Ability to work collaboratively with diverse teams and stakeholders.