



POST DESCRIPTION

I. POSITION INFORMATION	
Position title	Knowledge Management Assistant
Position grade	Staff, UG
Duty station	IOM Costa Rica
Position number	XXXXXXXX
Job family	Operations
Organizational unit	10007937
Is this a Regional, HQ, MAC, PAC, Liaison Office, or Country Office based position?	Regional Office for North America, Central America and the Caribbean
Position rated on	N/A
Reports directly to	Regional Monitoring and Evaluation Officer
Number of Direct Reports	0
II. ORGANIZATIONAL CONTEXT AND SCOPE	
<p>The Western Hemisphere Program (WHP), funded by the Bureau of Population, Refugees and Migration (PRM) of the U.S. Department of State, seeks to strengthen the capacities of governments in Central America, Mexico and the Caribbean to manage migration in a humane and sustainable manner.</p> <p>The program is being implemented since 2010 and currently comprises 12 country missions and a regional team. Its actions focus on the promotion of good migration governance by governments, with the objective to reduce irregular migration flows and the vulnerabilities of migrants. The program has four pillars: migration management, regional dialogue and partnerships, migration crisis management, and communication for development.</p> <p>The Regional Monitoring and Evaluation Unit of the WHP provides continuous support to all country missions in terms of monitoring and evaluation. The Unit is also in charge of developing and launching a comprehensive knowledge management strategy for the program, in line with global and regional IOM guidelines for knowledge management.</p> <p>Under the overall supervision of the Deputy Program Coordinator and the direct supervision of the Regional Monitoring and Evaluation Officer, the Knowledge Management Assistant will be responsible for carrying out the following tasks:</p>	
III. RESPONSIBILITIES AND ACCOUNTABILITIES	
<ol style="list-style-type: none"> 1. Support the finalization of the WHP knowledge management (KM) strategy, as well as the development of the corresponding action plan, in accordance with the regional and global IOM KM guidelines. 2. Support in the establishment of an interdisciplinary committee in charge of implementing the KM strategy and corresponding activities, as well as the organization of periodic meetings to coordinate the launch, implementation, and follow-up activities of the KM strategy. 	

<ol style="list-style-type: none"> 3. Coordinate the launch of the WHP KM strategy which includes the logistics of virtual and in person events and the development of a communication plan to promote the knowledge management strategy. 4. Develop and maintain a virtual repository of operational and administrative tools and documents, as well as WHP, regional and global standard operating procedures, strategies and guidelines in the WHP SharePoint. 5. Collect and systematize information/data on specific thematic areas and develop corresponding knowledge and learning products and materials, in Spanish and English. 6. Facilitate the dissemination of knowledge and learning products through regional and global platforms. 7. Support coordination and communication related to the implementation of the KM strategy with the different WHP regional units and country teams. 8. Support the implementation of workshops and thematic sessions in the context of the KM strategy. 9. Support the development of an induction program for new WHP staff. 10. Provide support for technical exchanges and coordination with the regional knowledge management unit of IOM Regional Office, as well as other IOM staff dedicated to knowledge management. 11. Provide periodic status updates to the Regional Monitoring and Evaluation Officer and the Regional Coordination, identifying and communicating delays and bottlenecks. 12. Develop reports, minutes, concept notes, graphs, statistical tables, presentations and other forms of documentation. 13. Provide support for related additional tasks assigned by the Regional Monitoring and Evaluation Officer.
IV. REQUIRED QUALIFICATIONS AND EXPERIENCE
EDUCATION
Bachelor's Degree in knowledge management, organizational development, project management, planning, social sciences or related careers, with two years of relevant job experience.
EXPERIENCE
<ul style="list-style-type: none"> • Experience in the development and maintenance of databases, knowledge management portals and/or virtual repositories. • Experience in the systematization of knowledge and learning products and corresponding information materials. • Experience in facilitating workshops and other capacity-building processes, both in-person and virtually. <p>The following experiences are considered an advantage:</p> <ul style="list-style-type: none"> • Experience in communication assignments. • Experience with the United Nations system, preferably gained while working for regional projects or programs.

<ul style="list-style-type: none"> • Experience in migration issues. 	
SKILLS	
<ul style="list-style-type: none"> • Strong writing and communication skills in Spanish and English. • Ability to analyze, consolidate and systematize information and data in a clear and concise manner. • Ability to work effectively and harmoniously in a team with diverse cultural and professional backgrounds. • Time management skills: Must be able to meet established deadlines. • Very good written and verbal communication skills (Spanish and English); demonstrated ability to effectively systematize and communicate complex technical issues. • An active team player with strong organizational and analytical skills. 	
V. LANGUAGES	
Required (Specify the required knowledge)	Desirable
Fluency in English and Spanish (oral and written).	French
VI. COMPETENCIES	
<p>The incumbent is expected to demonstrate the following values and competencies:</p> <p>Values - all IOM staff members must abide by and demonstrate these three values:</p> <ul style="list-style-type: none"> • <u>Inclusion and respect for diversity</u>: respects and promotes individual and cultural differences; encourages diversity and inclusion wherever possible. • <u>Integrity and transparency</u>: maintain high ethical standards and acts in a manner consistent with organizational principles/rules and standards of conduct. • <u>Professionalism</u>: demonstrates ability to work in a composed, competent, and committed manner and exercises careful judgment in meeting day-to-day challenges. <p>Core Competencies – behavioural indicators <i>level 1</i></p> <ul style="list-style-type: none"> • <u>Teamwork</u>: develops and promotes effective collaboration within and across units to achieve shared goals and optimize results. • <u>Delivering results</u>: produces and delivers quality results in a service-oriented and timely manner; is action oriented and committed to achieving agreed outcomes. • <u>Managing and sharing knowledge</u>: continuously seeks to learn, share knowledge and innovate. • <u>Accountability</u>: takes ownership for achieving the Organization's priorities and assumes responsibility for own action and delegated work. • <u>Communication</u>: encourages and contributes to clear and open communication; explains complex matters in an informative, inspiring and motivational way. 	
SIGNATURES:	
1 ST LEVEL SUPERVISOR	DATE

2ND LEVEL SUPERVISOR

DATE

Submission of application:

The candidate should send his/her application through the following email cosanjocevancancies2@iom.int , using as Subject “SVN-2022-008 Knowledge Management Assistant”.

The application must include:

- Curriculum with three references.
- Letter of interest.
- In case of receiving applications from foreigners living in Costa Rica, they must submit their work permit.

Contract duration: 4 months

Candidates must submit their offer by April 18, 2022. No applications will be considered after this date. Shortlisted candidates will be invited to an interview.