



CARE INTERNATIONAL SECRETARIAT

JOB DESCRIPTION

Position Title	: Information Management and Learning Officer (100%)
Grade	: II
Location	: CI Secretariat, Geneva or with a CARE member in Europe
Supervisor	: Head of Organisational Development & Accountability
Entry Date	: October 1 st , 2016

Position summary

CARE International is one of the leading humanitarian and development INGOs fighting poverty and inequality around the world. The CARE global confederation is made up of 14 CARE members, each with their own national fundraising team, together raising a total of \$800 million per year to fight poverty in 90 countries. At the core of the CARE confederation is a secretariat based in Geneva. The CI Secretariat is an international foundation (to become an Association soon), registered under Swiss law, and governed by the CARE International (CI) Board of Directors. Under the leadership of CI Secretary General, it coordinates and supports the work of the 14 CARE national Members which works in more than 80 countries around the world. CARE's mission is to serve individuals and families in the poorest communities in the world. The Secretariat's role is to lead, facilitate and bring the confederation together as members work towards our core objective - supporting 150 million people out of poverty and inequality by 2020.

CARE International's Secretariat is seeking an Information Management and Learning Officer to work with the Governance, Membership and Organisational Development (GMOD) team, which is led by the Deputy Secretary General and responsible for CARE's global governance, leadership, membership development, accountability and overall organisational development. The purpose of this job is to support the CARE International Secretariat's role of administering and synchronizing a large organisational network with multiple parts, in the midst of setting up a new global governance and leadership model and developing new members. S/he will be comfortable managing large amounts of data and reports, analyzing trends, summarizing key findings, identifying lessons learned and communicating and presenting information in engaging, user-friendly and accessible ways. S/he will have the opportunity to understand a complex organisational network from the perspective of its core and through engagement with CARE-wide working groups.

Specific responsibilities include, but not limited to:

1. *Supporting CARE's global governance and network leadership - 30% estimated percentage of work:*

- Supporting CARE's CI-wide Strategic Leadership Teams (SLTs) to consolidate, share and manage key documents including workplans, meeting notes, monitoring progress and key outputs, including supporting the use of collaborative workspaces such as Slack or Yammer.
- Supporting CARE's global governance related documents, including supporting with research on key topics; document preparation; developing calendars and agendas; supporting data collection, analysis and presentation of performance assessments; and keeping documents and other related information up to date, organized and sharing them with the relevant stakeholders.
- Synthesising and supporting the communications of key messages, outputs and actions.
- As needed, the candidate will help organize leadership team meetings and participate in note-taking capacity.

2. Supporting the implementation of the CARE Accountability Framework - 30% estimated percentage of work:

- Data collection and management, working closely with key stakeholders and subject matter experts across functions, specifically with the Program Information and Impact Reporting System (PIIRS).
- Organising and synthesising large amounts of information.
- Analysing key findings, trends and learning.
- Closely monitoring and documenting learning from the portfolio of accountability pilots, and supporting with the development of recommendations about which to make systematic.
- Supporting the development of guidance on good accountability practice.
- Presenting key information in visual, interactive and user-friendly ways.

3. Supporting the knowledge management and learning of CARE's global presence changes - 15% estimated percentage of work:

- Manage the documentation and information about presence reviews and strategies of individual countries, regions/sub-regions and members
- Analyse key trends, learning, implications, opportunities and risks for global attention
- Share relevant information and learning in visual, interactive and user-friendly ways

4. Supporting the development of OD materials - 15% estimated percentage of work:

- Support research on key trends, opportunities and risks for future oriented organisational development and change.
- Support processes of capturing and sharing relevant internal and external learning and guidance in multi-media formats (e.g. audio storytelling, video clips, etc).

5. Contributing to the broader work of the Governance, Membership and Organisational Development team - 10% estimated percentage of work:

- Engaging in team meetings, monitoring progress against plans and targets, and contributing to other team tasks as needed.

6. Perform any other project/activity as required by the Head of Organisational Development & Accountability and/or Deputy Secretary General.

Key Contacts:

Internal

Key members of the Governance, Membership and Organisational Development team (Deputy Secretary General, Head of Organisational Development & Accountability, Director of Membership Development, Membership Officer); the CARE Global Strategic Leadership teams (SLTs); points in all key finance, HR, program, advocacy, humanitarian, operations functions who are providing data to inform the accountability framework. Given the centrality of CARE's program and impact data to CARE's performance, a close working relationship will particularly be forged with the manager of the Program Information and Impact Reporting System.

External

Peer organisations and INGO networks and forums.

Team

The Information Management and Learning Officer reports to the Head of Organisational Development and Accountability, and is a key contributor to the work of the broader Governance, Membership and Organisational Development (GMOD) team and the overall CI Secretariat.

Working conditions

The CI Secretariat office is based in Geneva, Switzerland, but with many staff distributed globally. The selected candidate will remain in their home location and work remotely, with occasional travel. The candidate's primary points of contact are based in the UK, Spain, Kenya and Geneva. The position will involve some travel.

Qualifications & experience:

- Fluent written and spoken English
- Excellent data and information analysis skills using Excel and other reporting tools
- Excellent written communications skills
- Highly competent using and learning new technologies, including collaborative technologies and virtual meeting tools
- Ability to present information in visual, interactive forms (e.g. use of excel charts, graphics, simple infographics/pictographs, audio/video storytelling, interactive pdfs, prezis, etc.)
- Demonstrated experience working in multicultural/cross-cultural environments
- Ability to read reports and summarize information in one or more of CARE's programming languages (Spanish, French, Arabic) preferred
- Minimum 2 years' professional experience required in a similar function
- BA in related field (IT, Communication, Governance) school required. MA preferred.

Core competencies:

- Self-motivated, proactive, independent worker, able to work well with a virtual team
- Flexible and able to adapt through ambiguity
- High learning agility and adaptive capacity
- Highly organised, efficient and results oriented, able to manage a fast pace of work
- Creative and dynamic, contributing ideas and suggestions to the team
- Ability to work in a multicultural environment; cultural and gender awareness
- Commitment to CARE core values, mission and vision

How to Apply:

Interested and qualified candidates should submit their CVs and a cover letter of interest in English to recruitment@careinternational.org by September 18th, 2016. Only short-listed candidates will be contacted.

More Information on CARE International is available at www.care-international.org.