



**Job title** Knowledge Management Advisor  
**Department** HIV/TB Department  
Based in **Pretoria/ Johannesburg**  
Reports to the **STAR Project Director**

### Who we are

We're Population Services International (PSI), the world's leading non-profit social marketing organization. We work to make it easier for people in the developing world to be healthy by providing access to products and services that range from mosquito nets to HIV testing.

There are over 9,000 "PSI'ers" around the world. It's a diverse group of entrepreneurs and professionals with an unusually wide range of backgrounds - from the medical industry to the music business - all with unique skills we bring to the job.

### Join us!

Since 2015, PSI has led implementation of the UNITAID HIV Self-Testing Africa (STAR) Project. STAR is a multi-country project (Malawi, Zambia, Zimbabwe, South Africa, Lesotho, Swaziland) designed to evaluate and scale effective, efficient and ethical HIVST distribution models to increase testing coverage and achieve public health impact. STAR has catalyzed the HIVST market, building increased demand among global donors and country governments and is expanding supply of HIVST products. Under STAR, WHO released normative guidance on HIVST in December 2016.

We are looking for an entrepreneurial, dynamic Knowledge Management Advisor to help strengthen knowledge management processes to ensure efficient and effective management of information within the STAR network and externally. As the STAR Initiative expands, it is important to establish mechanisms to ensure the smooth flow of project information at

different levels to allow each stakeholder access to information that will allow him/her to perform more effectively.

This position will be based in Pretoria/Johannesburg, South Africa, reporting to the Project Director, with October 1 start date.

Sound like you? Read on.

### Your contribution

As Knowledge Management Advisor you will be responsible for the implementation of the STAR knowledge management strategy and provide oversight and advice on knowledge management-related topics, and serve as advisor to the STAR team working to get their insight and buy-in on knowledge management activities.

You will:

- Implement effective knowledge management activities to fully engage the four target audiences (i.e., STAR teams; HIV stakeholders and national leadership in STAR countries; PSI; International HIV technical community, donor community).
- Manage and contribute to relevant knowledge exchanges to promote project objectives.
- Coordinate and manage the preparation, publication, and dissemination of STAR knowledge products and activities, in coordination with STAR teams including identification of the best channel(s) to achieve dissemination goals.
- Establish relationships with the wider HIVST external partner community and donors with a view to raising STAR's visibility internationally.
- Develop, lead, and oversee implementation of strategies to foster knowledge sharing throughout the Project and with external stakeholders through sharing platforms including websites, social media, elearning exchanges.

- Develop and maintain system-wide training and resource materials linked to knowledge management.
- Design, coordinate and support implementation of webinars, online training, virtual collaborative exchanges symposiums, conferences and other events.
- Create e-newsletters to disseminate information thereby improving efficient decision-making and increasing productivity by providing the means for staff to locate the knowledge they need when they need it.
- Manage and implement the strategy to increase STAR's visibility within the wider PSI family, and other stakeholders via events (e.g., workshops, conferences, brown bag lunches, PSI events), publications, meetings and targeted outreach.
- Manage the development and ongoing maintenance of the PSI/STAR website and newsletter. Work closely with partners to ensure consistent content and information-sharing across the STAR web-based platforms.
- Manage STAR's social media presence, including curating content (e.g., videos, photos, blogs) to ensure successful social media campaigns.
- Prepare any required updates to STAR's knowledge management and communication strategies.
- Determine metrics of successes for knowledge management activities, and track progress. Effectively communicate the results and impact clearly demonstrating STAR's value and impact.
- Ensure the smooth implementation of all communications, knowledge management, branding and outreach activities, in coordination with STAR teams.

## What are we looking for?

### Education & experience:

- Master's degree in a knowledge management and/or development related area – (Information, Communication, Public Health, Development Management, International Relations) or a similar discipline or related degree or an equivalent combination of education and experience.
- Minimum of 10 years related experience.
- Experience working in HIV or related areas preferred.
- Substantial understanding of knowledge management theory, practice and tools.
- Extensive experience in determining appropriate knowledge management processes, products and ICT enabled platforms.
- Experience in international public health programming.
- Exposure and experience in multiple countries preferred.
- Ability to use computer systems and effectively organize information on internal and external websites
- Excellent communication skills orally and in writing in English.
- Ability to gain cooperation from individuals or groups over whom there is no direct authority to accomplish knowledge management goals.

### **Competencies:**

**Innovation:** You are able to develop new, better or significantly different ideas, methods, solutions or initiatives within your role as Knowledge Management Advisor that result in improvement of STAR performance and meeting objectives, results and global commitments.

**Service Excellence:** You have extensive knowledge of and ability to put into action customer service concepts, processes and techniques to access internal and/or external client needs and expectations and meet or exceed those needs and expectations through providing excellent service directly or indirectly.

**Strategic Thinking:** you are able to apply organizational knowledge to identify and maintain focus on key success factors for STAR while recognizing, anticipating and resolving organizational challenges.

**Client Relationship Management:** You have experience to determine and satisfy client needs (internally and externally) and maintain partnering and productive relationships during engagements, including

influencing, communicating, presenting, facilitating, and managing new relationships.

**Effective Communication (Oral and Written):** You understands effective communication concepts, tools and techniques; you are able to effectively transmit, explain complex technical concepts in simple, clear language appropriate to the audience; and receive, and accurately interpret ideas, information, and needs through the application of appropriate communication behaviors.

## **STATUS**

- Exempt
- Level 6

*PSI is an Equal Opportunity Employer and encourages applications from qualified individuals regardless of actual or perceived race, religion, color, sex, age, national origin, disability, sexual orientation, marital status, personal appearance, matriculation, political affiliation, family status or responsibilities, gender identity or expression, pregnancy, childbirth, related medical conditions or breastfeeding, genetic information, amnesty, veteran, special disabled veteran or uniform service member status or employment status.*