Job Role:	Program Officer	Research, Impact and Learning
Reporting to:	SM: Program Development and Knowledge Management
Deadline:	TBC

Hlanganisa, a dedicated advocate for community-led initiatives, is actively expanding its role in supporting such programmes. As part of this ongoing commitment, the organisation is now focusing on enhancing its Knowledge Management Unit within the Programmes Department. To achieve this objective, Hlanganisa is actively seeking a dynamic and highly skilled individual proficient in diverse research methodologies. The aim is to bolster the organization's capacity for effective storytelling, ensuring that the impact and success of community-led initiatives are comprehensively documented and communicated. This recruitment effort reflects Hlanganisa's dedication to fostering greater community engagement and sustainable development through informed and impactful narratives.

ROLE PURPOSE

This role is responsible for conducting research, measuring impact and creating learning opportunities that supports effective capacity building, ensuring long term sustainability and advancement of community-based organisations and grassroots movements.

KEY ACCOUNTABILITIES

Research Products	
• Qualitative • Quantitative	• Identify and explore research topics and opportunities, aligned with the Hlanganisa programme strategy and implementation plan. • Scan for global and local knowledge, best practices, developing trends and experiences, in related subject areas. • Design research materials and produce briefing documents for external researchers. • Oversee the creation of data collection tools, including surveys, assessments, and interview protocols. • Support preparation for and implementation of research, including communicating with program and/or research partners, maintaining timelines and documenting research activities. • Collect data by conducting key informant interviews, via focus group discussion and/or surveys. • Carry out systematic searches (such as evidence mapping, literature reviews, systematic reviews or similar) to augment research findings. • Read and interpret systematic reviews and meta-analyses. • Draft, submit and publish research reports and articles, presenting these findings both internally and to external audiences. • Develop evidence-based summaries and resources aimed at enhancing the capacity of community-based organisations.

Impact assessment	• Develop and implement a framework for impact assessments, identifying obstacles to implementation and recommend appropriate solutions.
	• Undertake field-monitoring visits to assess program impact, this includes creating evaluation tools, collecting data first-hand from partners/beneficiaries and analysing the collected data.
	• Collaborate with program colleagues to ensure optimal data collection methods, tools, and reporting formats.
	• Write reports, analyse findings and provide recommendations as required for future project planning, performance management, and reporting.
	• Provide technical support across all projects and play a quality assurance role, ensuring the development of monitoring, learning and evaluation

KEY ACCOUNTABILITIES

	methods to ensure that programs are supported and deliver high-quality work.
Learning	- Craft reports, memos, briefs, and concept papers to build an internal body of knowledge, that is evidence based that reflects best practices and new trends. - Support the design of feedback mechanism (from research findings and impact assessment) to ensure program improvement and reinvention, where required. - Plan and facilitate peer learning workshops to understand key concerns and learning from program implementation.
Knowledge Management	- Conceptualise and produce KM pieces, developing knowledge products for utilisation by the organization and sharing externally. - Write, edit, and proofread various program materials for internal and external publication. - Draft and write about program best practice, lessons learnt and success stories for external dissemination to appropriate audiences.
Stakeholder Engagement	- Identify, develop and sustain networks within the sector (including Government, partners, donors, funders, grantees, other grant makers and specialists, NGOs, academic institutions etc.) - Identify and build healthy relationships with all key stakeholders that serve to impact programme relevance and impact.
Data Management	- Manage all data and information aligned with global best practices, local legislative requirements (POPIA) and prevailing research standards and methods. - Develop internal policies, procedures and protocols for data management, communicating these to colleagues on an ongoing basis.

Knowledge, Skill and Abilities:

- Integrity – acts with integrity, represents the organisation in an honest, ethical and professional way (advanced).

- Decision-making – this role acts independently in performing its core work functions and applies specialist knowledge, skills and professional judgement to achieve outcomes. It has a high level of autonomy and is accountable for the delivery of work assignments on time, within budget and to expectations of quality, deliverables and outcomes.

- Works collaboratively - builds a culture of respect and understanding; recognises outcomes which resulted from effective collaboration between teams. Builds cooperation and overcomes barriers to information sharing, communication and

collaboration. Facilitates opportunities to engage and collaborate with external stakeholders to engage joint solutions.

- Problem Solving - able to develop new ideas that will enhance partnership results, is future-oriented and assesses what will help/hinder achieving goals; focuses on what is important. (advanced).

- Earns trust - is exceptional and persuasive using communication skills, oral and written, delivers on commitments.

- Reliability - accountable to self and others; does what it takes to get the job done; actions are consistent with words; follows through on commitments; exhibits exceptional integrity and is capable of self-management.

- Accountability – assesses work outcomes and identifies and shares learnings to inform future actions. Ensures that actions of self and others are focused on achieving organisational outcomes.

- Communication - shares relevant and appropriate information and provides others with the information required for them to function.

- Adaptability - manages behaviours and communication style to meet the needs of a wide range of situations; tackles obstacles appropriately; is comfortable with ambiguity.

- Interpersonal skills - deals with others in a considerate, respectful, and unbiased manner. Approaches conflict proactively. Solicits and shares feedback openly. Listens with empathy and maintains composure.

- Attitude - displays commitment to the organization and to personal growth. Is self-motivated and able to motivate and inspire others. Asserts self appropriately to champion ideas. Tells the truth in a direct and constructive manner.

- Initiative - self-directs with a strong tendency for action. Leads the way to improve performance or processes.

- Procurement and Contract Management – applies legal, policy, funders and organisational guidelines and procedures in relation to procurement and contract management; develops well written, well-structured procurement documentation with clearly set out requirements; monitors.

- Research - Use of diverse research methodologies including online methodologies. (This could be Qualitative or Quantitative) • Remain fully informed on market trends and implement best practices.

- Program Management - advanced knowledge in handling of projects and program management methodology and techniques.

Formal Qualifications, Experience and Key Attributes

- Tertiary qualification in a relevant field.
- 4 - 6 years research design, methodology and application experience.
- Knowledge of the theory of change.
- Demonstrated experience in impact assessment and evaluation.
- Proven track record knowledge management product generation.
- Previous work experience in the NGO sector, working with funders and government and CBOs.
- Excellent writing skills and presentation skills.
- Strong interpersonal and communication skills including influencing, negotiation and coaching.
- Ability to work well in an international environment with people from diverse backgrounds and cultures.

Please Note:

Womxn are encouraged to apply

Applicants without the legal right to work in the Republic of South Africa will not be considered for any of these positions.

Hlanganisa reserves the right to cancel this advert at any time.

Hlanganisa also reserves the right not to appoint an individual for any or all advertised positions.