



25/09/2014

TERMS OF REFERENCE (Individual Contractor Agreement)

Title:	Knowledge Management Consultant
Duty station:	Switzerland Geneva
Section/Unit:	GPSO, Development Group
Contract/Level:	IICA-SP / IICA-2
Contract No:	2014/IICA-SP/54515

1. General Background

(Brief description of the national, sector-specific or other relevant context in which the individual contractor will operate)

UNOPS mission is to serve people in need by expanding the ability of the United Nations, governments and other partners to manage projects, infrastructure and procurement in a sustainable and efficient manner.

Within these three core areas of expertise, UNOPS provides its partners with advisory, implementation and transactional services, with projects ranging from building schools and hospitals, to procuring goods and services and training local personnel. UNOPS works closely with governments and communities to ensure increased economic, social and environmental sustainability for the projects we support, with a focus on developing national capacity.

Working in some of the world's most challenging environments, our vision is to advance sustainable implementation practices in development, humanitarian and peacebuilding contexts, always satisfying or surpassing partner expectations.

We employ more than 6,000 personnel and on behalf of our partners create thousands more work opportunities in local communities. Through our headquarters in Copenhagen, Denmark and a network of offices, we oversee activities in more than 80 countries.

Based in Copenhagen, Denmark, the Global Partner Services Office (GPSO) develops and manages a portfolio of projects and services delivered in various locations across the globe.

GPSO supports partners such as the World Bank, the European Union, the Department of Peacekeeping operations, the United Nations Mine Action Service, the Global Fund, and the Millennium Challenge Corporation, amongst others.

This global portfolio constitutes a substantial volume of UNOPS project delivery.

Development Group Cluster

The UNOPS Development Group Cluster is based in the North America Office and supports a diverse and complex portfolio including partners such as the United Nations Development Programme (the Bureau for Development Policy, the Human Development Report Office, and the Special Unit for South-South Cooperation), the United Nations Population Fund, the United Nations Capital Development Fund, the United Nations Secretariat and a broadening community of primarily New York-based UN partners in the delivery of project management, implementation and administration services.

The UN-REDD Programme is the United Nations collaborative initiative on Reducing Emissions from Deforestation and Forest Degradation (REDD) in developing countries. The Programme was launched in 2008 and builds on the convening power and expertise of the Food and Agriculture Organization of the United Nations (FAO), the United Nations Development Programme (UNDP) and the United Nations Environment Programme (UNEP). At the national level, the UN-REDD Programme supports developing countries in the implementation of REDD+ strategies, guided by the principles of country ownership and the United Nations human rights-based approach, and with a strong focus on engagement of all stakeholders, including Indigenous Peoples' and civil society involvement.

The UN-REDD Programme Secretariat requires a consultant to finalize and begin implementation of the 2013-2015 corporate Knowledge Management (KM) strategy, as well as manage and improve the Programme's online collaborative workspace (www.unredd.net).

2. Functional Description

(Concise and detailed description of activities, tasks and responsibilities to be undertaken, including expected travel, if applicable)

Responsibilities

The KM Consultant will be responsible for the following tasks:

KM Strategy

Coordinate Implementation of the 2014 UN-REDD Programme's KM strategy and related activities, including the improvement of existing KM tools and products, and the creation of new KM tools, products and systems as per the strategy;

- Work with the Communications Specialist at the Secretariat to ensure all existing and new KM activities are cohesive and complimentary to the existing corporate external communications strategy and related plans and activities;
- Manage budgeting, monitoring and reporting associated with the activities under the Programme's KM strategy;
- Initiate and lead internal trainings on new KM systems and build internal awareness about new KM products;
- Develop external linkages and partnerships with other relevant KM initiatives related to REDD+ and climate change;
- Provide strategic knowledge management advice and capacity building services for regional teams and national programmes to integrate global KM systems with regional and national processes;
- Develop good practices in the design of UN-REDD Programme knowledge exchange events.

Workspace Management

Coordinate a review and upgrade of the Programme's online collaborative workspace (www.unredd.net), in consultation with IT developers and KM focal points at FAO, UNDP and UNEP, as outlined in the KM strategy;

Manage day-to-day updates and periodic improvements of the Programme's online collaborative workspace in consultation with IT developers and KM focal points at FAO, UNDP and UNEP;

Respond to all internal and external queries from members of the workspace, including signing up new members, in collaboration with the Secretariat's team assistant;

Initiate and lead trainings with members of the workspace;

Compile information and distribute the UN-REDD workspace weekly Roundup mailing;

Review and upgrade the Programme's online resources library, as outlined in the KM strategy.

Gather users feedback to inform decisions on improvements of the UN-REDD workspace;

Stimulate and facilitate active information sharing and engagement from members on the workspace;

Co-manage the Programme's contacts database in collaboration with the Secretariat's team assistant.

3. Monitoring and Progress Control

(Clear description of measurable outputs, milestones, key performance indicators and/or requirements which will enable performance monitoring.)

This document was created by Liliana IZQUIERDO, and approved by Liliana IZQUIERDO, Senior Portfolio Associate for and on behalf of the United Nations Office for Project Services.

Lina Salazar	
Signature	Date