UN VOLUNTEER DESCRIPTION OF ASSIGNMENT

**Preamble:**

The United Nations Volunteers (UNV) programme is the UN organization that promotes volunteerism to support peace and development worldwide. Volunteerism can transform the pace and nature of development and it benefits both society at large and the individual volunteer. UNV contributes to peace and development by advocating for volunteerism globally, encouraging partners to integrate volunteerism into development programming, and mobilizing volunteers.

In most cultures volunteerism is deeply embedded in long-established, ancient traditions of sharing and support within the communities. In this context, UN Volunteers take part in various forms of volunteerism and play a role in development and peace together with co-workers, host agencies and local communities.

In all assignments, UN Volunteers promote volunteerism through their action and conduct. Engaging in volunteer activity can effectively and positively enrich their understanding of local and social realities, as well as create a bridge between themselves and the people in their host community. This will make the time they spend as UN Volunteers even more rewarding and productive.

**1. UNV Assignment Title: Lessons Learned Officer**

**2. Type of Assignment: International UN Volunteer /X/**

**National UN Volunteer /    /**

**3. Project Title: UNDP Knowledge Management 2014-2017**

**4. Duration: 1 year**

**5. Location, Country: Addis Ababa, Ethiopia**

**6. Expected Starting Date: ASAP**

**7. Brief Project Description:** Following the lessons and feedback from internal and external stakeholders the UNDP Knowledge Strategy 2014-2017 prioritizes and invests in six KM focus areas to strengthen UNDP role as knowledge broker, builder of capacities and facilitator of exchanges in KM for development practice. The first of these areas is “Organizational Learning and Knowledge Capture”, for which UNDP will pilot a number of different lessons learned approaches and methodologies. A central element of UNDP’s lessons learned approach is the deployment of a Lessons Learned Officer to initiate and manage “Lessons Learned Campaigns” focusing on identifying and collecting lessons, good practices, case studies, and on-the-ground data for thematic sectors, corporate topics, products and events. UNDP will start with one Lessons Learned Officer for the Africa region based in UNDP’s Regional Centre in Addis Ababa, and if the approach proves to be successful, will establish a structure of UNV volunteers assigned to Regional Centres and tasked with identifying lessons learned, collecting evidence through interviews, surveys, and workshops, as well as providing guidelines and lessons learned support services.

**8. Host Agency/Host Institute: UNDP Regional Centre in Addis Ababa**

**9. Organizational Context:** The UNV Volunteer will be based in the Coherence and Coordination Cluster of UNDP’s Regional Centre in Addis Ababa and report to the BPPS outposted Knowledge and Innovation Advisor in Addis as well as the BPPS Kowledge Services Specialist within the Development Impact Team in New York. The Development Impact Team in New York, is responsible for developing policies, guidelines and corporate initiatives of global reach for knowledge management within UNDP, and the Regional Knowledge and Innovation Advisor is responsible for rolling out these policies, guidelines and initiatives at the regional level, and ensure alignment of KM acticities with UNDP’s programme in the region.

**10. Type of Assignment Place: Assignment with family**

**11. Description of tasks:**

Under the joint supervision of the Knowledge and Innovation Advisor in Addis and the BPPS Kowledge Services Specialist in New York the UN Volunteer will undertake the following tasks:

* Scan and keep an overview over UNDP’s project portfolio in the Africa region at all times;
* Engage with project officers and portfolio managers to identify opportunities for reflection on recent project activities and capture of lessons learned and good practices;
* Raise awareness about the value of conducting “Peer Assists” before embarking on new initiatives, events or project phases, identify opportunities to apply them, and initiate, plan, facilitate and document Peer Assists with practitioners and project managers from different projects and initiatives;
* Raise awareness about the value of conducting “After Action Reviews” at certain milestones of initiatives, events or projects, identify opportunities to apply them, and initiate, plan, facilitate and document After Action Reviews with practitioners and project managers;
* Conduct, record, edit, transcribe and disseminate in-person and video interviews with project officers and stakeholders, event organizers and participants and managers of initiatives to extract learning points and insights worth sharing with a wider audience;
* Plan and roll-out lessons learned campaigns to collect and disseminate lessons and good practices in a concentrated way around a specific themes, practices or events;
* Mobilize authors among UNDP staff, consultants and project staff to develop lessons learned papers and case studies;
* Mobilize authors among UNDP staff, consultants and project staff to write lessons learned blog posts about their work in progress to be shared with a global audience;
* Identify opportunities and provide technical support to lessons learned webinars, discussions and events;
* Develop synthesis knowledge products out of a range of existing knowledge products around certain topics, with a focus on learning and re-applying past experiences;
* Broker connections between knowledge seekers and providers of past experience, and initiatie and/or host knowledge exchange events with stakeholders around specific questions;
* Explore and prototype innovative mechanisms and tools for collection and dissemination of lessons learned, preferably with involvement of community volunteers;

Furthermore, UN Volunteer s are encouraged to:

* Strengthen their knowledge and understanding of the concept of volunteerism by reading relevant UNV and external publications and take active part in UNV activities (for instance in events that mark IVD);
* Be acquainted with and build on traditional and/or local forms of volunteerism in the host country;
* Reflect on the type and quality of voluntary action that they are undertaking, including participation in ongoing reflection activities;
* Contribute articles/write-ups on field experiences and submit them for UNV publications/websites, newsletters, press releases, etc.;
* Assist with the UNV Buddy Programme for newly-arrived UN Volunteers;
* Promote or advise local groups in the use of online volunteering, or encourage relevant local individuals and organizations to use the UNV Online Volunteering service whenever technically possible.

**12. Results/Expected Output:**

* Conduct, document and disseminate outputs of at least 12 formal Peer Assists involving at least 3 different stakeholders per session;
* Conduct, document and disseminate outputs of at least 24 formal After Action Reviews of projects or events;
* Mobilize authors and support the generation of at least 24 lessons learned blog posts from projects;
* Mobilize authors and support the generation of at least 6 case studies or lessons learned papers;
* Conduct, document and facilitate at least 10 lessons learned video interviews, and 10 transcribed lessons learned interviews;
* Develop at least 3 synthesis products out of various knowledge products, with a focus on learning and re-applying past experiences;
* Organize and/or facilitate at least 3 knowledge exchange events with stakeholders around specific questions (not including peer assists or knowledge fairs)
* Introduce at least 2 prototypes for innovative knowledge capture modalities that include involving community volunteers to collect and report lessons learned;
* Report the number of volunteers mobilized and involved in lessons learned activities above.

**13. Qualifications/Requirements:**

* Masters Degree in Development Studies, Social Science, Knowledge Management, Journalism, Communications, Psychology or another relevant field.
* At least 2 years work experience in knowledge management, lessons learned collection and/or organizational learning;
* Proven experience with knowledge management tools and methodologies;
* Experience in planning and rolling out communication, knowledge management or change management campaigns;
* Proven experience in facilitating workshops, meetings and learning events;
* Strong skills in virtual collaboration, online facilitation and engagement of virtual teams;
* Proven experience with managing webinars and live streaming events, including via social media;
* Proven experience with content management on collaboration platforms;
* Some experience in video production is desirable;
* Excellent oral and written skills in English. Proficiency in French and/or Portuguese highly desirable;
* Broad knowledge of the UN system in general is desirable.

**14. Living Conditions:**

Addis Ababa is the Federal Capital of Ethiopia and a Chartered City; having three layers of Government: City Government at the top, 10 Sub City Administrations in the Middle, and 99 Kebele Administrations at the bottom. The city’s average elevation is 2,500 meters above sea level, and hence has a fairly favourable climate and moderate weather conditions. Addis Ababa is the capital city of Ethiopia, the seat of the African Union (AU) and the United Nations Economic Commissions for Africa (UNECA).

Addis Ababa, a city with:

* Excellent weather conditions that demand neither cooling in summer nor heating in winter;
* Absence of vector-born tropical diseases;
* Highest level of safety
* Low rate of inflation and low cost of living;
* World class hotels and conference centres;
* Abundance of excellent cuisines serving national and international dishes;
* Location close to places of recreation such as Sodere and the Rift Valley lakes region;
* The availability of air connections to any part of  the world from Bole International Airport;
* International solidarity-oriented and friendly inhabitants.
* Availability of health and educational services i.e. public and private clinics, health centres and hospitals; and private kindergartens, primary and secondary schools; and colleges and universities of adequate standard.
* Possibility for in-country travel including to remote areas in order to support IYV+10 activities as applicable; and to monitor implementation of activities planned during the year.

**15. Conditions of Service**

12 months contract; monthly volunteer living allowance (VLA) intended to cover housing, basic needs and utilities, equivalent to US$ 2,146 at a single rate, US$ 2,396 (at +1 rate) and US$ 2,596 (at +2 rate); settling-in-grant; life, health, and permanent disability insurance; return airfares; resettlement allowance of US$ 150 per month of satisfactory service.

**Description of Assignment prepared by the UNV Field Unit/UN Agency:**

*Johannes Schunter*

*Knowledge Management Specialist, UNDP*

**Date: 12/06/2014 (day/month/year)**

**Description of Assignment approved by UNDP/RR/CD or UNV Field Unit:**

*Elizabeth Agitta,*

*UNV Programme Officer*

**Date:       (day/month/year)**

*United Nations Volunteers is an equal opportunity programme which welcomes applications from qualified professionals. We are committed to achieving diversity in terms of gender, nationality and culture.*