ABOUT US

We are an international development organisation putting ingenious ideas to work so people in poverty can change their world.

We help people find solutions to some of the world’s toughest problems. Challenges made worse by catastrophic climate change and persistent gender inequality. We work with communities to develop ingenious, lasting and locally owned solutions for agriculture, water and waste management, climate resilience and clean energy. And we share what works with others, so answers that start small can grow big.
We are a global change-making group, working with communities who are vulnerable to poverty and climate change to support them to change their world. Together we develop innovative, community powered and locally owned solutions that achieve transformative change in lives and livelihoods. And we work with a range of partners, including governments, business and international organisations to ensure improvements are sustained and scaled and to change the systems that keep people poor and vulnerable.

We were founded in 1969 by radical economist EF Schumacher who challenged the development thinking of the time. He believed in solutions suited to context, equipping people with the skills and knowledge to change their situation, economic systems that work for all and living within the planets means. This ethos continues to fuel all our work. Schumacher was the author of ‘Small is Beautiful: A study of economics as if people mattered’. In our work we start ‘small’, ensuring we understand what is already working but we aim big focussing on what will deliver the systems change required.

We have over 50 years of experience working across Africa, Asia and Latin America. Our group consists of a UK registered charity with experienced country teams, an expert consulting service and an independent development publishing company. We combine these specialisms to multiply our impact and help shape a world that works better for everyone.

**OUR AIMS**

We work across four thematic areas. Much of our most impactful work combines our expertise across issues to solve complex and interconnected problems such as supporting smallholder farmers with renewable energy to increase yields and open bigger opportunities for the wider economy.

**Harnessing energy that transforms** for the one billion people without electricity, and the three billion people without clean cooking solutions. We are bringing together rural communities, displaced people, energy providers and decision makers to put clean energy to work. By 2025, our work with partners will have led to affordable, low-carbon energy access and cleaner cooking for two million people in ‘last mile’ communities and 18 million people through wider systems change.

**Building resilience that protects** for vulnerable people whose lives and livelihoods are threatened by climate-related and natural hazards. We are working with people threatened by natural and climate related hazards, reducing vulnerability and minimizing the impact on their lives and livelihoods. By 2025, our work with partners will have enhanced risk knowledge systems so that four million people living in hazard-prone, climate-vulnerable communities are better protected.

**Making cities fit for people** for the millions of people living in urban slums and settlements without proper sanitation, clean water and waste services. Our work with communities is making cities in poorer countries cleaner, healthier, fairer places for people to live and work, with clean water for drinking and sewage safely contained, collected and processed. By 2025, our work with partners will have led to improved water, sanitation and waste management services for one million people living in slum communities and a further 2.4 million people through wider systems change.

**Cultivating farming that works** for smallholder farmers struggling to make a sufficient income and adapt to the negative effects of climate change. We are teaming up with smallholder farmers, many of whom are women, so they can adapt to climate change and achieve a good standard of living. By 2025, our work with partners will have improved food security and incomes for two million people in rural communities and a further one million people through wider systems change.
ABOUT THE ROLE

The Knowledge and Communications Officer plays a key role in Practical Action’s Flood Resilience Programme which is part of the global, multi-partner Zurich Flood Resilience Alliance (ZFRA).

The ZFRA theory of change identifies knowledge as the key to achieving all three of the change pathways we are working towards and connects them all. Ensuring that knowledge is captured, shared and co-developed is fundamental to achieving the Alliance’s core vision that “Floods will have no negative impact on people’s and business’s ability to thrive”.

Practical Action leads the ‘Knowledge Workstream’ for the Zurich Flood Resilience Alliance and this is chaired by Practical Action’s Flood Resilience Knowledge Manager. As such, the Knowledge and Communications Officer will directly support the Knowledge Manager in delivering our strategy and plans for knowledge and meeting our contractual obligation to the Z Zurich Foundation and the Alliance.

This role is an opportunity to work closely with other members of the Alliance and with Practical Action’s offices globally across the Flood Resilience Programme, to ensure lessons are captured and communicated to key audiences to bring about change. Whilst most Alliance members and country offices will have their own knowledge capacity, this role will facilitate the delivery of outputs and activities.

The post-holder will also manage the Flood Resilience Portal (Home - Flood Resilience Portal) and pro-actively support internal learning with other knowledge, communications and learning staff across Practical Action.

SCOPE

<table>
<thead>
<tr>
<th>Title</th>
<th>Knowledge and Communications Officer – Flood Resilience Programme</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reports to</td>
<td>Knowledge Manager – Flood Resilience Programme</td>
</tr>
<tr>
<td>Direct reports</td>
<td>N/A</td>
</tr>
<tr>
<td>Relationships</td>
<td>Internally: Flood Resilience Programme team (UK and six Country Offices); Influence, Impact and Innovation Department (particularly the Impact and Learning team); Communications and Marketing Department. Externally: Zurich Flood Resilience Alliance partners (currently nine organisations), including the main donor (Z Zurich Foundation).</td>
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<tr>
<td>Budget scope</td>
<td>N/A</td>
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<tr>
<td>Grade</td>
<td>C £29,373 - £32,975</td>
</tr>
<tr>
<td>Location</td>
<td>Rugby, UK – hybrid options available</td>
</tr>
<tr>
<td>Duration</td>
<td>Permanent</td>
</tr>
<tr>
<td>Travel</td>
<td>Occasional international travel may be required</td>
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</tbody>
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ACCOUNTABILITIES

Knowledge, learning and impact (30%)

1. Support the country (Practical Action) and Alliance (partners) project teams in collecting examples of impact and learning from their flood resilience work, working with other Flood Resilience Programme staff in the Head Office and the Knowledge Manager. Including:
   - Working with Practical Action country teams to generate qualitative examples of impact and learning through, for example, case studies and blogs, videos etc.;
   - Supporting Alliance members with the planning of impact and learning outputs (e.g., country briefs, videos etc.);
   - Provide analysis on strategy delivery for input into the 6-monthly workstream learning report and support the Knowledge Manager with compiling and writing the report.
2. **Maintain and improve knowledge management systems** for the Alliance and for Practical Action’s Flood Resilience Programme, working with the Knowledge Manager and other Flood Resilience Programme staff in Head Office.

Including:

- Reviewing, designing and developing new structures and processes where necessary to improve the Alliance knowledge management systems;
- Enforcing Alliance and Practical Action agreed protocol on using SharePoint and other knowledge management tools (with support from the Knowledge Manager where necessary);
- Ensuring that all internal reports, meeting minutes, work plans and other collective work documents are stored in an accessible and updated way on SharePoint;
- Maintaining up-to-date and accurate guidance to support all organisations in following knowledge management and production processes within Alliance;
- Managing the internal newsletter for the Alliance – liaising with all Workstream leads and Alliance management team;
- Supporting the Knowledge Manager with co-chairing monthly workstream calls, setting the agenda and following up actions.

3. **Contribute to organisational learning on knowledge and communications.**

Including:

- Share experiences and lessons from implementing Alliance knowledge and learning processes and systems with relevant colleagues across the organisation;
- Work with colleagues in Communications, Marketing and Fundraising as well as in Impact, Influence and Innovation on specific initiatives or events that strengthen Practical Action’s ways of working on Knowledge and Communications.

**Communications and Influencing (30%)**

1. **Manage the production and dissemination of Alliance knowledge and communication products**, working with Alliance partners, Practical Action country offices, Practical Action’s UK Communications team and Practical Action Publishing Ltd.

   Including:

   - Managing publishing production schedules and coordinating all steps of the production process between authors (both across the Alliance and externally) and Practical Action Publishing;
   - Leading the dissemination of knowledge products using a variety of media; newsletters, podcasts, webinars, blogs, articles etc.
   - Supporting the Knowledge Manager and Practical Action’s Flood Resilience Programme Manager with monitoring of budget actuals;
   - Proofing documents, sourcing photos, and supporting the recruitment of authors/consultants where necessary;

2. **Foster the external presence and exposure of the Alliance and Practical Action’s Flood Resilience Programme and Climate and Resilience work**, working with Practical Action climate and resilience colleagues (I&I&I, RCOs), Practical Action’s UK Comms team and Practical Action Publishing Ltd as well as Alliance partners.

   Including:

   - Writing engaging content summarizing Practical Action and the Alliance’s flood resilience work for use beyond the Alliance – including by the donor and Alliance members;
   - Providing regular updates (where relevant) on the Alliance and Practical Action’s climate and resilience activities to the Practical Action UK Communications team;
   - Review and update content about the Alliance for the Practical Action website and ensure coherence of PA’s ‘resilience that protects’ web content;
   - Generating and posting content for Practical Action and Alliance social media (e.g. collating and sharing presentations for upcoming conferences, writing tweets, providing links, photos, quotes etc.) in coordination with Alliance Advocacy and Comms leads and Practical Action’s Communications team;
• Working closely with Practical Action’s Head of Climate and Resilience and the Alliance Advocacy and Communications leads, to provide event coordination for meetings, workshops and conferences – including communication and marketing support, on site if necessary.

Flood Resilience Portal (40%)

Manage the English language Flood Resilience Portal (www.floodresilience.net), working with the Knowledge Manager, the wider Portals team (Practical Action staff in Peru, Bolivia, Nepal, Bangladesh, Senegal), Alliance partners, and DRR colleagues across Practical Action.

Including:

• Leading on developing and implementing a content and engagement strategy for the English language Flood Resilience Portal – in line with the overarching Portals’ strategy;
• Writing, commissioning and editing blogs by Practical Action and Alliance staff as well as guest authors;
• Sourcing and creating new and relevant content for the English language Portal;
• Using SEO (Search Engine Optimisation) and social media to drive traffic and generate interest in the English language Portal and Alliance knowledge resources;
• Developing ‘Communities of Practice’ including through the coordination of regular webinars and a monthly newsletter from the English language Portal;
• Analysing and reporting on analytics regularly to identify trends and improvements or modifications to the Portal;
• Identifying and building relationships with potential external partners for information and learning exchange through the Portal;
• Staying up to date with flood resilience debates to inform the above activities.

PERSON PROFILE

To be successful in the role, the ideal candidate will be able to demonstrate:

Experience & Knowledge

Essential

• Proven ability to produce excellent written content in English, including the ability to devise and edit content for various digital platforms;
• Experience in managing print and audio-visual production processes with strong project management skills and the ability to work to deadlines;
• Experience of working in a complex multicultural environment;
• Excellent administration and organisational skills, including digital knowledge management. Knowledge of SharePoint would be an advantage.

Desirable

• Degree in a relevant field, or equivalent work experience;
• Good understanding of search engine optimization;
• Experience with InDesign or similar desktop publishing experience;
• Understanding of how to plan, implement and monitor communication strategies;
• Spanish or French language skills.