

# KNOWLEDGE MANAGEMENT AND COMMUNICATION OFFICER RECRUITMENT 2024

## ABOUT HERA

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hera ([www.hera.eu](http://www.hera.eu)) is proud to be an **independent cooperative company** working with a network of experts, research organisations, governments, NGOs, and public health institutions to promote the right to health and development for all. Active since 1990, hera has contributed to strengthening the health and development sectors in more than 100 countries across the world. **hera envisages a world where every person is able to realise their rights to health and development.**

hera is an **equal opportunity employer**. We are committed to diversity and inclusion and encourage applications from anyone who meets the required criteria. We apply strict procedures to prevent any form of discrimination in our recruitment process, and do not discriminate based on country of origin, national or ethnic belonging, skin colour, faith, age, gender, sexual orientation, physical abilities, civil status, or any other status protected by applicable law. Candidate documentation will be treated with privacy and confidentiality.

If you require any accommodations to participate in the application or interview process, please contact [hera@hera.eu](mailto:hera@hera.eu).

## KNOWLEDGE MANAGEMENT AND COMMUNICATION OFFICER

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**The knowledge management and communication role focuses on internal knowledge management and communication related to hera's project work, and to support hera as an organisation.**

The Knowledge Management and Communication Officer (KMCO) works with the hera office and reports to the Director to lead on the development and manage the delivery of hera's knowledge management and communication strategy. The KMCO provides support services to hera office staff, partners and associates engaged in client contracts or tender applications. In general, the KMCO will ensure that hera's internal and external knowledge management and communication systems are running smoothly and will contribute written and visual materials for the organisation with a goal of maintaining and raising the external profile of hera in the development community and securing clients.

### PURPOSE

The **purpose of this role is to help hera achieve its mission** by working together with and supporting hera staff members, partners, and associates as a **focal point** for all matters related to internal knowledge management and external communication as well as **safeguard and streamline hera's corporate image.**

### MAIN DUTIES AND RESPONSIBILITIES

#### 1. Knowledge management

- Develop and implement internal Knowledge Management Strategy for hera based on hera's existing ISO 9001:2015 certified Quality Management System,

- Maintain and regularly update MS Teams repository and SharePoint list for hera's projects through direct inputs and support from hera staff, partners, associates, and external consultants.
- Support hera's Project Officers with the archiving of tendering sections, CVs, project documents, etc.
- Encourage the sharing of knowledge across the organisation.

## 2. Internal and external communication

- Update and implement the hera Communication Strategy,
- Maintain and update the hera.eu website (through Squarespace),
- Develop and publish regular newsletters and blogposts,
- Support internal hera working groups (e.g., on Artificial Intelligence),
- Curate and maintain social media channels (mostly LinkedIn and X),
- Provide support with graphic design, updating of templates and visuals and facilitation to the hera office staff, partners and associates for tenders, reports, and presentations, and,
- Track and inform the hera cooperative on publishing opportunities, conferences, and events.

## REPORTING

The KMCO will report to the hera Director. Performance will be assessed continuously by the hera Director.

## OTHER ELEMENTS

**Estimated time:** full-time, initially for 6 months with possibility of renewal.

**Proposed start:** mid or end of June 2024.

**Contracting modalities:** salaried or freelance.

**Location:** hera's team is based all around the world. As such, hera allows its employees to work remotely. This can be from home or any other location with a stable internet connection (around same time zones as CET), with possibility to meet at hera's co-working space in Mechelen, Belgium with colleagues every now and then.

**IT:** hera will provide the required support to work from home including a laptop.

## REQUIRED QUALIFICATIONS AND SKILLS

### Requirements:

- Able to work in English,
- Good experience working with and knowledge of MS365, Teams and SharePoint environment,
- Previous experience with Knowledge Management, communication, drafting of blogposts and newsletters, and posts for social media,
- Interest in international development cooperation, preferably in the health, social protection and/or inequalities sector,
- Minimum of 2 years of working experience in knowledge management and/or communication, and,

- Bachelor's degree in a relevant field.

**Assets:**

- Master's degree in a relevant field,
- Working knowledge of French or other languages,
- Ability to work with graphic design software (Adobe InDesign),
- Knowledge of working with Tableau, PowerBI and whiteboard tools such as Miro, and
- MS365 admin experience.

**HOW TO APPLY**

Please send an up-to-date CV and cover letter to [hr@hera.eu](mailto:hr@hera.eu) with the reference "KMCO job application" by close of business on May 16<sup>th</sup>, 2024. Selected candidates will initially be invited for an online interview. Subsequent interviews may be needed and could be held physically (if appropriate and feasible).

**Application deadline:** May 16<sup>th</sup>, 2024 (close of business)