

GPSA KP is looking for a Community Manager

The GPSA is looking for a qualified interim community manager for the [GPSA Knowledge Platform](#) (KP) to cover maternity leave, from March to June 2019. Interested candidates should send their resume to gpsa@worldbank.org. Applications will close on Thursday, February 28, 2019. Only candidates with a relevant profile will be contacted.

The KP provides a dedicated online space for learning, networking and knowledge exchange among Civil Society Organizations, academics and global experts working on social accountability. The GPSA Knowledge Platform has more than 4,500 members, who actively and regularly contribute to its activities, materials, reflections, and news and events.

The KP was launched by the [Global Partnership for Social Accountability](#) in 2014 and underpins the GPSA's knowledge focus area together with its offline events and resources. It leverages the knowledge and learning generated by GPSA-supported projects as well as other social accountability initiatives worldwide. The GPSA gathers evidence and lessons of its social accountability projects into resources (working papers, think pieces and learning notes) and organizes in-person events (Forums, conferences, roundtables, brown bag lunches) which are part of the KP's offering.

The Knowledge Platform helps its members to:

- Access the latest SAcc research and other materials (toolkits, reports, videos, etc.) in the Knowledge Repository
- Network with a global community of social accountability practitioners through the Member Directory and Networking Board;
- Learn from global experiences by participating in KP webinars, thematic discussion forums and reading blogs;
- Be inspired by watching short testimonials of social accountability practitioners on video.
- Stay up to date about the latest relevant events and publications in the social accountability field through the KP's bi-weekly Update newsletter.

Scope of Tasks:

- Contribute to implementing the KP's short-term strategy, including: growing its membership, deepening community engagement, improving user-friendliness and improving monitoring and evaluation of the KP's achievements against its stated goals; and maintaining an up to date calendar of KP activities, in coordination with the GPSA Knowledge coordinator
- Coordinate KP activities, including: designing, organizing, disseminating and documenting webinars and discussions with experts; commissioning and producing blogs and story videos; curating content for, and producing the bi-weekly newsletter;
- Manage KP community, including: networking with KP members to engage them in KP activities; encouraging members to share new knowledge resources; actively moderating KP webinars, discussion forums and the networking board; responding to queries and requests for support from KP members (help desk); and keeping member lists current and accurate

- Upload new content on the KP (KP activities, Repository items, News and Events, and partner events)
- Produce and edit content for publication on the KP, including: producing and editing blogs and videos before publication; producing social media messages about KP activities to be disseminated through GPSA channels
- Support monitoring and evaluation of the KP's achievements, including: producing reports about membership growth and member engagement.
- Conduct regular maintenance of the platform, including: checking for errors, malfunctions and spam; liaising with technical support to resolve issues.
- Coordinate the design and implementation of improved functionalities and design (branding) of the KP, aiming to strengthen the user-friendliness and community-orientedness of the KP based on universal best practice in online community management. Liaise with IT teams to surface appropriate solutions and implement them.

Requirements:

- Experience managing an online community of practice and moderating knowledge exchange among (civil society) members worldwide.
- Completion of the Community Management (Level 1) course offered by WBG DEC Knowledge Management is a plus.
- Experience managing websites and publishing online content in WordPress
- Familiarity with international development and social accountability approach
- Excellent communications and writing skills in English; knowledge of Spanish, French or Arabic is a plus.

Terms of Contract and Reporting:

The consultant will initially be contracted for around 65 working days between March and June 2019. The consultant will report to the GPSA Program Manager and work closely with the GPSA Knowledge and Learning Coordinator in the GPSA Secretariat.