UNICEF Regional Office for South Asia

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| Section/Unit and supervisor the consultant or contractor reports to | Social and Behaviour Change Section, Regional Office for South Asia  Reporting to the RA SBC |
| Job title | Knowledge management intern - to document achievements and best practices in Social and Behavior Change in 8 countries |
| Duty Station | In person, working in Kathmandu, Nepal |
| Duration of the Consultancy/Contract | 12 months |
| Work Plan Activity/related outcome | SBC, Program effectiveness |

1. Rationale:

The UNICEF Regional Office for South Asia (ROSA) is seeking to document good practices in SBC around the region, populate a platform to securely house and make readily available behavioural science data, reports, insights etc., to facilitate efficient knowledge sharing and coordination of Behavioural Science efforts within UNICEF.

Programmers at UNICEF, and their planning and policy-making partners and stakeholders, make decisions and design actions which are influenced by socio-economic conditions, social and cultural norms, and other aspects of contextual environments. Explicitly or inadvertently, these conditions influence behaviour and the understanding of this relationship grants stakeholders better insight in order to take and create action in the implementation of interventions, guiding better decision-making and habit formation. Further, UNICEF seeks to improve upon its ability to understand and quantify children’s wellbeing through quality data analytics, but also to document the existing good practices implemented in the 8 countries in the region in the field of social and behavior change, behavior science and social research.

UNICEF’S Social and Behaviour Change (SBC) work (formerly Communication for Development [C4D]) is a key component of scalable programming for children and is an output in the Regional Office for South Asia (ROSA) Regional Operations and Management Plan (ROMP). Therefore, it is a strategic priority for SBC to collect, analyse, and link social and behavioural data and research documentation for monitoring & evaluation, engagement within communities, and knowledge sharing. Two gaps in the current status of collected and available behavioural science content within UNICEF are identified as a lack of information sharing, resulting in absence of coordination mechanism of knowledge management.

The successful coordination of research and intervention efforts within behavioral science practice, while interesting and exciting to many stakeholders, has been challenging to align. This has been made particularly clear during the Covid-19 pandemic. Initial lack of focus on behavioural insights and psychology has resulted in a lack of related evidence and sharing. In order to facilitate health programming, for example, among other critical initiatives in a timely and effective manner to influence behavior change, the analysis and use of behavioural science data is of upmost importance. Choice architecture and cognitive biases have implications for decision making and highlight a need for behaviorally-informed approaches and coordination amongst multiple levels of organizations for knowledge management to maximize and scale impact. Currently there is a lack of this alignment and coordination between regions and country offices, as well as the capacity for stakeholders to understand the behavioural research being undertaken and initiates to address programmes and issues of concern. Without knowledge management facilitation, aligned strategic efforts cannot be properly executed, and their lessons cannot be learned. This is critical in the collection and processing of real time data and analytics for decision making and better choice architecture, ensuring wellbeing of children call for such an initiative to avoid calamities

There is an ever-growing demand within the organization for behavioural data, but a lack of readily available sharing mechanisms for this data and gaps in the interoperability of databases. This means delays in analysis and use of information, and a lack of direct inputs into the response pillars for programming as well as gaps in leveraging naturally occurring data for behavioural insights to be applied. The SBC ROSA takes a position that conducted research requires shared knowledge for proper program response and the requirement of timely knowledge and evidence dissemination, concisely and explicitly. Currently no platform optimizes or expedites this analysis and use of data for better strategic action, programming and course correction. This impacts the quality of rapid analysis and correlation of data from different sources and production of recommendations for action.

1. Purpose:

The purpose of this assignment is to provide administrative technical support to the SBC team at UNICEF ROSA to operationalize and institutionalize Behavioural Insights Platform, collect good practices, suggest scaling up and adjustments when needed. The person will be responsible for populating, implementing, and operationalizing a Behavioural Insights platform & dashboard by collecting and coordinating with country offices to gather behavioural science projects, reports, data etc. and populate it accurately and effectively on the platform. The intern will also be responsible for training key personnel of UNICEF on its functionality and use.

It is expected that the person will bring together the great achievements in SBC and will design briefs, user-friendly and visual materials picturing main achievements and best practices linked to community engagement, behavior science, feedback mechanisms, social listening and social and behavior change interventions.

Learning objective: The intern will be included in the advanced Social and Behavior Change training program, organized by UNICEF ROSA and will be included in all learning opportunities.

1. Key Assignments/Tasks:

* Coordinate with ROSA and COs for a rapid analysis of existing reports on Covid-19 RCCE efforts and development of Country and Regional Snapshots in various modalities/formats of presenting main achievements and best practices.
* Coordinate with ROSA and Country Offices teams for a rapid collection of existing data and behavioural science insights and projects from ROSA country offices.
* Identification and audit of all behavioural science projects for duplication or gaps at country and regional level to ensure accurate and quality information is uploaded to the platform to control for redundancies of documentation and data
* Appropriately tag, catalogue, and index projects to support filtering and search functionality of documents, details, and data to store and make information searchable
* Upload, populate, and review precise project details and documents of different formats collected from country offices, regional offices, and other determined sources to operationalize mass storage and centrality of the repository of information.
* Final audit of accuracy of information and standardisation of labels, naming conventions, delivery format and data structure, etc.
* Train key personnel on functionality/mapping of the platform and database
* Assist in recommendations to ROSA in developing solutions for the centralized social data storage and accessibility.
* Collect all donors reports, country level reports, presentations etc. from COs related to Covid-19 RCCE efforts and support the RO to create a repository of all documents presenting achievements and best practices.
* Communicate with partners to collect information to inform the Snapshots.
* Design at least 1 Snapshot per country and 1 regional snapshot presenting main achievements (at least 9 documents designed).
* Showcase the efforts of SBC in RCCE planning, implementation and coordination in COs and RO.

1. Child Safeguarding

Is this project/assignment considered as “[Elevated Risk Role](https://unicef.sharepoint.com/sites/DHR-ChildSafeguarding/DocumentLibrary1/Guidance%20on%20Identifying%20Elevated%20Risk%20Roles_finalversion.pdf?CT=1590792470221&OR=ItemsView)” from a child safeguarding perspective?

Yes  No If YES, check all that apply:

Direct contact role  Yes  No

If yes, please indicate the number of hours/months of direct interpersonal contact with children, or work in their immediately physical proximity, with limited supervision by a more senior member of personnel: Click or tap here to enter text.

Child data role  Yes  No

If yes, please indicate the number of hours/months of manipulating or transmitting personal-identifiable information of children (name, national ID, location data, photos): Click or tap here to enter text.

More information is available in the [Child Safeguarding SharePoint](https://unicef.sharepoint.com/sites/DHR-ChildSafeguarding/SitePages/Amendments-to-the-Recruitment-Guidance.aspx) and [Child Safeguarding FAQs and Updates](https://unicef.sharepoint.com/sites/DHR-ChildSafeguarding/DocumentLibrary1/Child%20Safeguarding%20FAQs%20and%20Updates%20Dec%202020.pdf).

1. Working Conditions:

Work remotely and no office space is required.

Work from ROSA office and office space is required (hiring office must contact Operations Section before committing to contract dates).

Has particular IT, logistics, transport, insurance and security requirements that apply:

1. Minimum Requirements:
2. Education:

Degree in behavioural science, social sciences, Behavioural Data Science, Applied Research or any other relevant field.

1. Work Experience:

* Previous experience with documenting social and behaviour change interventions.
* Experience in database use, data systems management, and research, information consolidation, and/or reporting in social sciences or related fields.
* Experience working in the design and implementation of data management or knowledge management systems focused on data consolidation and organisation of databases, research tools and methodologies for the use and ease of access of non-data expert users.
* Organisation skills
* Excellent writing, planning and coordination skills, with proven ability to work independently.
* Application or administration of behavioural science projects and initiatives very desirable
* Desirable - design skills.

1. Competencies:

* Relating & Networking: Excellent team player, able to work on own initiative and as part of a team
* Persuading & Influencing: Ability to facilitate mutual understanding among partners
* Applying Technical Expertise in the area of SBC

1. Language Proficiency:

Fluency in English is required, with strong communication skills.