Classified Job Descriptions

Job Description Type:	Specific Job Description	Region:	PFP
Category:	IP (International Professionals)	Country:	Italy
Reason for Classification:	Revised responsibilities	Duty Station:	Rome
Level:	P-3	Office:	PFP
Title:	Knowledge Management Specialist	Section:	PSFP
Title Information in Parenthesis:	Emergency Fundraising	Unit:	Emergency Fundraising
CCOG Code:	1C04	Case Number:	
UNICEF Code:	KMA	Post Number:	115523
Classified by:	Natalia Paquin	Classified Date:	10/26/2026

Organizational Context:

The Private Sector Fundraising and Partnerships (PSFP) section within the Division of Private Fundraising and Partnerships (PFP) works with National Committees and Country Offices to drive and maximize income growth for children in emergencies. The Emergency Fundraising Unit in PSFP supports and coordinates cross-organization initiatives on humanitarian crises by leading global efforts in maximizing funding opportunities and supports National Committees and Private Sector Fundraising (PSFR) Countries. The Knowledge Management Specialist (Emergency Fundraising) acts as a central function for delivering on how organizational knowledge on emergency fundraising with the private sector is captured, structured, shared and discovered by users across UNICEF's global private sector fundraising and partnerships network. In UNICEF's current Strategic Plan, resource mobilization for humanitarian programming is identified as cross-cutting priority and accelerator for growth.

Purpose of the Job:

Under the supervision of the Fund Raising Manager, the Knowledge Management Specialist will lead the business and knowledge-management dimensions of systems, processes and solutions that capture, organize, analyze, share and improve access to emergency fundraising knowledge. The role will strengthen information quality, knowledge discovery and user experience, enabling National Committees, Country Offices and PFP teams to respond more quickly and effectively to humanitarian fundraising opportunities.

The incumbent will guide the gradual transition from traditional information organization and access methods towards AI-enabled knowledge-management approaches. Working closely with relevant ICT, data, digital, communications and fundraising teams, the incumbent will define user needs, business requirements, content architecture, metadata and retrieval requirements, while ensuring alignment with PFP's AI approach and UNICEF guidance, data-protection requirements and information-management standards.

Key functions, accountabilities and related duties/tasks:

The incumbent will possess and will apply expertise on multiple complex work assignments. Assignments may be broad in nature, requiring originality and innovation in determining how to accomplish tasks. The function will operate with appreciable latitude in developing methodology and presenting solutions to problems.

Duties will span as follows:
1. Knowledge Management and Information Sharing

- Develop and manage the emergency fundraising knowledge-management approach for PSFP.
- Ensure emergency fundraising information, tools, resources and good practices are collected, organized, updated and shared across the network.
- Maintain clear processes for managing content, including ownership, review, approval and archiving.
- Identify knowledge gaps and develop practical solutions to address them.
- Ensure knowledge-management practices comply with data protection, privacy and information-management requirements.

2. Digital Knowledge Solutions
- Lead the business side of digital and AI-enabled knowledge solutions for emergency fundraising.
- Work with ICT, data and digital teams to develop and improve tools that make information easier to find and use.
- Support improvements to search, content access and knowledge-sharing across the network.
- Promote the responsible use of AI in line with UNICEF guidance and policies.
- Gather user feedback and help ensure solutions meet business needs.

3. Knowledge Products, Learning and Capacity Building
- Capture and document successful emergency fundraising approaches, lessons learned and results.
- Develop and share knowledge products, including guidance, case studies, briefs and newsletters.
- Prepare content and materials for presentations, webinars, workshops and learning initiatives.
- Support learning and capacity-building activities for National Committees, Country Offices and PFP teams.
- Facilitate collaboration and knowledge-sharing across markets and teams.

4. Analysis, Reporting and Continuous Improvement
- Ensure users have access to timely information on humanitarian funding needs, priorities and opportunities.
- Develop and monitor indicators to assess the effectiveness of knowledge-management activities.
- Review usage data and user feedback to identify improvements.
- Prepare reports, dashboards and insights to support decision-making.
- Monitor the use and impact of knowledge products and learning activities and recommend improvements.

Impact of Results:

The Knowledge Management Specialist (Emergency Fundraising) will ensure the development, maintenance and analysis of tools, processes and data that will represent a solid backend infrastructure for the Emergency Fundraising Unit. The post holder will develop and drive a robust knowledge management strategy that will enable the unit and PSFP more broadly to take sound and evidence-based decisions to drive income across all audiences.

Competencies and level of proficiency required:

Core Values:
Care
Respect
Integrity
Trust
Accountability
Sustainability

Core Competencies:
Demonstrates self-awareness and ethical awareness (1)
Works collaboratively with others (1)
Builds and maintains partnerships (1)
Innovates and embraces change (1)
Thinks and acts strategically (1)
Drive to achieve impactful results (1)
Manages ambiguity and complexity (1)

Recruitment Qualifications:	Education requirement: An advanced university degree one of the following fields is required: Knowledge Management, Information Management, Information Science, Communications Science or another relevant technical field. Experience required: A minimum of 5 years of progressively responsible professional experience in knowledge management, information management, digital knowledge solutions, information architecture, digital transformation, data and analytics, or related fields is required. Proven professional experience in leading or coordinating the implementation of AI-enabled solutions for information and knowledge management is required, in areas such as AI-enabled knowledge architecture, enterprise search and discovery optimization, and knowledge analytics and user insights, including working with IT and technical teams to translate business needs into requirements. Experience in designing, implementing or managing knowledge management systems, including content architecture, taxonomy, information retrieval and knowledge-sharing solutions, is required. Experience using data, user insights or usage analytics to assess and improve knowledge management or digital information solutions is required. Experience in knowledge or information management within humanitarian, emergency or development contexts is required. Knowledge of UNICEF programmes and operations is an asset. Experience developing knowledge products, guidance, learning materials or capacity-building initiatives for geographically dispersed or global audiences, is an asset. Proven track record of working to deadlines is required. Capacity to work in team, under pressure and with tight deadlines is required. Excellent communication, interpersonal skills and able to work effectively in a multi-cultural environment is required. Language requirements: Fluency in English is required. Knowledge of another official UN language (Arabic, Chinese, French, Russian, or Spanish) is an asset.
Is this role a Representative, Deputy Representative, Chief of Field Office, the most senior Child Protection role in the office, Child Safeguarding Focal Point, or Investigator (OIAI)?:	No
Is this post a Direct contact role in which incumbent will be in contact with children either face-to-face, or by remote communication, but the communication will not be moderated and relayed by another person?:	No
Is this post a Child Data role in which incumbent will be manipulating or transmitting personal-identifiable information on children such as names, national ID, location data, or photos)?:	No
The selected candidate for this position will be required to engage with vulnerable children:	No
Competencies and level of proficiency required:	

Recruitment Qualifications:	
Attachments:	JD_115523_Knowledge Management Specialist_track changes.docx Org Chart PN 115523 KM Specialist P3.pdf PFP Director Approval PN 115523 KM Spec P3.pdf

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