



POPULATION SERVICES INTERNATIONAL, INDIA

JOB DESCRIPTION

TITLE: Senior Manager - Knowledge Management

NUMBER OF POSITIONS: 1(One)

LOCATION: New Delhi

DEPARTMENT: Programs

REPORTS TO: General Manager - Program Implementation

SUPERVISES: None

GRADE LEVEL/SALARY BAND: C2

POSITION CATEGORY: Program Support & Management

Population Services International (PSI) India is a non-profit, non-governmental organization dedicated to ensuring accessible and affordable healthcare for vulnerable populations in India, thereby improving their quality of life and well-being. Established in 1980 under the India Societies Act of 1860, PSI India began implementing full-scale activities in 1988. Over the past thirty-seven years, PSI India has demonstrated unwavering dedication and strong expertise in program implementation, planning and policy, research and evaluation, social behaviour change communication, and strategies for building habitable, sustainable, and healthy cities. PSI India has positively impacted the lives of millions across various states through its diverse programs. Its technical and operational capabilities have engaged government bodies, international and national philanthropic agencies, and private entities to address a wide range of health issues, including reproductive health, maternal health, child health, non-communicable diseases, communicable diseases, HIV/AIDS, and nutrition. For more information, please visit www.psi.org.in.

POSITION PURPOSE:

PSI India seeks experienced, dynamic candidates for the position of Senior Manager - Knowledge Management. The person will be responsible for synthesizing learnings from the field of designated intervention geographies (but not limited to these geographies) and document significant change stories, case studies, concept notes and carry out pause and reflect exercise. S/he will contribute to newsletter, monthly/quarterly/annual reports, social media posts, conference reports and devise aesthetic documents with infographics etc. Also, the candidate will be coordinating with govt. for various communication related activities, creatives and IEC/BCC materials.

A. DUTIES AND RESPONSIBILITIES:

- Write content for annual reports, project monthly / quarterly reports, government reports, brochure, newsletter, factsheet, briefs, training module.
- Plan, Design, Implement and Monitor Trainings, for service providers and community health workers.
- Visit the field and document best practices, case studies, human interest stories, lessons learned to meet the project requirements, and of the donor / organization.



- Support in coordinating with various vendors for printing and production of collaterals, material that will help increase the visibility of TCI India and also support the government functionaries in demand aggregation, service delivery efforts for serving the health needs of the community.
- Support in managing social media handles of the organization, and in analyzing the social media platforms and contribute to dissemination efforts of TCI India.
- Contribute to maintaining Web Information repository for various projects.
- Contribute to development of fact sheets, digital-newsletters, and web content for advocacy with public- private sector for projects and programs.
- Develop articles, briefs or short summaries of achievements, power point presentations for projects.
- Provide support to build capacities of teams in the planning and development of reports / proposals including annual work plans, quarterly and annual progress report, gantt charts and work plans in order to meet donor requirements and deadlines.
- Develop quality and timely concept notes and proposals for corporate and government donors, and liaising with program staff and partners.
- Any other task assigned by the supervisor.

B. QUALIFICATION AND EXPERIENCE:

- A Master's degree in Communication, Journalism, English or related degree or an equivalent combination of education.
- Exposure to development sector particularly in Health Sector would be an asset.
- 8-12 years of experience of which a minimum of hands-on two years' experience in communication and documentation each, in development sector, pharmaceutical industry preferably on maternal health/reproductive health/family planning/STI RTIs

C. DESIRED SKILLS:

- Excellent written and oral communication skills in English, plus experience researching and writing, including analysis, and developing policy and/or advocacy materials for national and international or global audiences
- Strong analytical skills and ability to synthesize complex material.
- Well-versed with social media.
- Experience of working on Canva etc.
- Understanding of public and private health systems in India.
- A team player with strong facilitation & mentoring skills
- Excellent writing skills and fluent in English and Hindi speaking.
- Good computer skills especially MS Word, Excel, PowerPoint.
- Excellent writing ability in English to write proposals and reports.
- Willingness to travel around 25% of time.
- Ability to work independently and under deadlines and take initiative and be innovative.



D. COMPETENCIES:

- **Drive Change and Innovation:** act with urgency for continuous improvement and with a bias towards action; promote development of breakthrough solutions; embrace and advocate innovations that improve results. Aggressively promotes the need for breakthrough improvements.
- **Customer Service Orientation:** see PSI India from the client point of view; keep client needs paramount when making decisions and taking action; think beyond current client base; understand the forces that impact PSI India, those we serve and those we could serve in the future. (Client refers to all internal/external stakeholders and customers. This should be more clearly defined by manager and employee, as appropriate. Works closely with the people PSI India serves to find out what they value the most.
- **Communicate and Share information:** share information people need to make decisions or avoid problems; keep people informed about all issues that may affect them. Communicates clearly, concisely and to the point. Keeps people informed on a timely basis of change, key events and decisions that may affect them.
- **Understand Donor and Development Perspective OR Demonstrate Openness and Flexibility:** see PSI India from the donor point of view; understand the market forces that impact PSI India; understand current donor strategy and where it is likely to lead in the future. Invests time to understand the donor's priorities, procedures and systems.
- **Technical Skills:** should possess the technical skills required to be able to successfully lead the role

PSI India is an Equal Opportunity Employer and encourages applications from qualified individuals regardless of race, religion, national origin, sexual orientation or disability.