

# Job Description



<b>Job Title:</b>	<b>Innovation and Quality Management Specialist</b>		
<b>Cluster:</b>	Innovation & Sustainability		
<b>Grade and Salary:</b>	USD\$ 43663 per annum (including benefits)	<b>Contract Type:</b>	1 year with a possibility of renewal
<b>Location:</b>	Flexible (candidate must have the right to work in their proposed location)		
<b>Reports to:</b>	Innovation and Quality Management Lead		
<b>Direct Reports:</b>	Up to 03 - Project dependent		
<b>Job Role</b>			
<b>Role Overview:</b>	<p>The Innovation and Quality Management (IQM) Specialist is responsible for the technical oversight of CIVICUS' efforts in setting, meeting and reviewing standards of excellence in all aspects of its work (i.e., operations and programmes).</p> <p>They will be responsible to track new developments in fields relevant to CIVICUS' objectives with a view to enabling the systems, processes and practices that allow us to continuously improve our ways of working in keeping with our values and strategic priorities. In doing so, they will lead on the design and coordination of key forums, events and processes aimed at enhancing innovation and collaboration across the organisation and wider alliance.</p>		
<b>Areas of Responsibilities</b>	<b>Key Activities</b>		
<b>Activate internal and external forums for innovation and collaboration</b>	<ul style="list-style-type: none"> <li>• Curate and coordinate cross-organisational forums aimed at capturing ideas, lessons and innovations that are relevant to the improvement of existing initiatives and conceptualisation of new and potential initiatives. This includes direct support to the management and improvement of CIVICUS' Operations and Programme Management Forums which meet on a monthly basis, and the creation of templates for information sharing and learning across forums.</li> <li>• Support in designing and coordination of innovation-oriented events prioritised by CIVICUS, including the Innovation Awards and International Civil Society Week.</li> <li>• Develop and implement other co-design and innovation dialogues with internal and external stakeholders to generate new thinking on how we fulfil our mission and achieve our strategic objectives.</li> <li>• Develop and strengthen linkages with Innovation related communities of practice within the CIVICUS alliance and beyond by identifying spaces to enhance innovation by bring different stakeholders including entrepreneurs, technologists and others working for social good.</li> </ul>		
<b>Coordinate Knowledge Management and Learning systems</b>	<ul style="list-style-type: none"> <li>• Assess the external environment to see what we can learn from civil society and other sectors in relation to improving our strategic relevance, with a special focus on improving our ability to serve restricted civic space contexts and traditionally excluded groups.</li> <li>• Maintain and streamline documentation to effectively support alliance-wide quality management and innovation activities.</li> <li>• Research, promote and enable the organisation to improve systems and standards based on globally available lessons and practices.</li> <li>• Share principles and lessons from CIVICUS' quality management and innovation experience within the alliance, with civil society and other relevant actors more broadly.</li> </ul>		

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<p><b>Contribute to the Innovation and Quality Management framework</b></p>	<ul style="list-style-type: none"> <li>• Identify and develop tools, templates and methodologies linked to the proposed Innovation and Quality Management framework for CIVICUS' programmatic and operational efforts.</li> <li>• Contribute to the adaptation and/or scaling up of existing initiatives through the design and implementation of innovation-oriented activities and analyses.</li> <li>• Advise in designing and testing new prototypes and models of programme and operational delivery in line with CIVICUS strategic goals.</li> </ul>
<p><b>Accompany the design and incubation of new and potential initiatives</b></p>	<ul style="list-style-type: none"> <li>• Accompany the on-boarding of agreed strategic initiatives, including working with relevant teams to test new concepts, develop institutional proposals, prepare budgeted work plans and identify or recruit team for design and delivery.</li> <li>• Contribute to the reporting and accountability requirements of incubated initiatives as well as donor and stakeholder coordination as required.</li> <li>• Assist the time-bound transition of incubated initiatives to identified teams and ensure periodic assessments for quality and innovation standards following transition (in line with organisational QMI framework).</li> <li>• Support any other activities and requests commensurate with this role.</li> </ul>
<p><b>Person Specification</b></p>	
<p><b>Education, Language &amp; Qualifications</b></p>	<ul style="list-style-type: none"> <li>• Requires a bachelor's degree or alternative education and experience in a related field.</li> <li>• Evidence of written and spoken expertise in English.</li> <li>• Training or work experience in Innovations and Quality Management would be an added advantage.</li> </ul>
<p><b>Essential Knowledge, Skills and Experience</b></p>	<ul style="list-style-type: none"> <li>• Minimum 5 years' experience developing and implementing innovation and collaboration (co-design) programmes, including the design and coordination of networked or network-led initiatives.</li> <li>• Possesses deep knowledge of quality management and innovation standards across civil society and related best practice.</li> <li>• Demonstrated understanding of cultural values and norms of various communities, particularly of communities of color, as well as barriers which may lead to lack of access and engagement.</li> <li>• Demonstrated commitment to intersectional principles is essential.</li> <li>• Ability to engage with diverse staff, to promote trust, collaboration and partnership between clusters and units from diverse backgrounds.</li> <li>• Strong interpersonal skills: effectively establish credibility to develop and manage productive relationships with internal and external individuals and networks.</li> <li>• Ability to remain solution-focused and respectful in all interactions with colleagues and external stakeholders, while continuing to challenge and inspire organization-wide reflection and reforms.</li> </ul>