



**UNITED NATIONS CHILDREN'S FUND  
JPO Request Form**



[UNICEF Thailand Country Office](#)

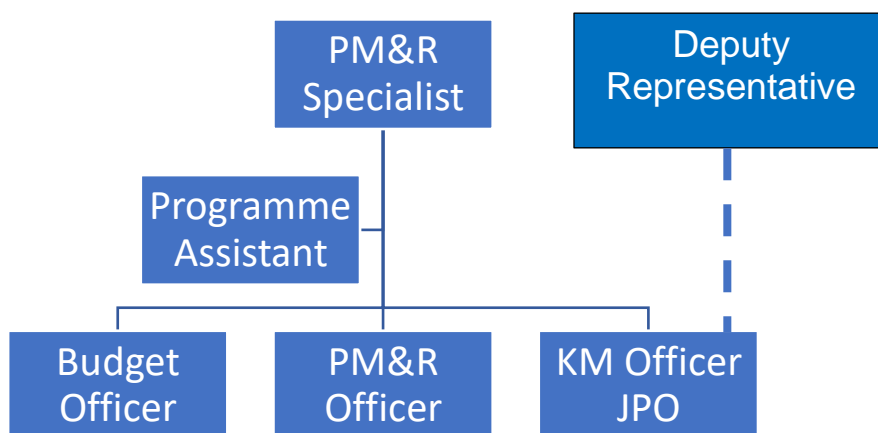
**Training and Learning Plan**

- ✓ Participation in a one-week JPO Induction Programme in New York;
- ✓ Guidance and advice in relation to training opportunities within the field of expertise;
- ✓ Use of yearly JPO training funds for internal/external training opportunities;
- ✓ Participation in the Mentoring, Coaching, and Career Counselling and Career transition programmes;
- ✓ Encourage field mission and/or stretch assignment during and after the 2<sup>nd</sup> year
- ✓ An opportunity to gain experience working in a both a development and emergency context.
- ✓ An opportunity to build a solid professional network in UNICEF at both country office and regional level.
- ✓ A potential longer-term career prospect in UNICEF, as a cross-sectoral function the position will allow for insight into a wide range of UNICEF's programme activities with pathways to both cross-sectoral and sector specific opportunities.
- ✓ Supervisors have extensive experience coaching young professionals.

**Information and living condition of Duty station: [For Field Office locations only]**

General Information	<p>Thailand is in Southeast Asia. The climate is tropical, with the monsoon season running from May/June through October/November. Thailand is one of the hubs for international flights in the region, with connections to its neighboring countries and other regions.</p> <p>Bangkok is the capital of Thailand, and it is also the most populated city in the country. It is in the Chao Phraya River delta in the central part of the country. Bangkok has an estimated population of 8.75 million as of 2017 (13% of Thailand's total population), based on data from the 2010 census. Bangkok is a major political, technology and economic center in Asia and is home to many regional offices for UN agencies and NGOs. A vibrant cultural center, Bangkok offers numerous opportunities for indoor and outdoor activities. Over the past decades, Bangkok has grown rapidly with little urban planning or regulation. This has led to traffic congestion and air pollution, and there is frequent flooding of streets during the rainy season in the city's low-lying areas.</p>
Security	<p>According to assessment of duty station by International Civil Service Commission, Bangkok is classified under A duty station which means the least difficult working and living conditions. The classification of the duty station is based on an assessment of the overall quality of life, considering local conditions of safety and security, health care, housing, climate, isolation, and level of amenities/conveniences of life. There are well-established public transportation systems in Bangkok, including BTS sky train and metro, as well as bus and taxis that UN staff use regularly.</p>
Housing	<p>Variety of long-term accommodation are available in Bangkok. The cost of living in Thailand is relatively low, as compared to many other capitals in Southeast Asia. Housing is widely available in various sizes and at various price points. Many condos are wheelchair accessible.</p>
Schools & Childcare	<p>Private healthcare in Thailand is of excellent standard, and there are numerous top hospitals in Bangkok, which fall far below countries like the US in terms of price. There are numerous high-quality international schools available in Bangkok, with English as the language of instruction.</p>
Work for spouses & partners	<p>Work opportunities for spouses/partners could be limited. However, if hired by any organization a work permit must be applied for through the same hiring organization</p>

### Reporting line of the JPO





## UNITED NATIONS CHILDREN'S FUND SPECIFIC JOB PROFILE

### I. Post Information

Job Title: Knowledge Management Officer - JPO  
Supervisor Title/ Level: Planning, Monitoring and Reporting Specialist  
Organizational Unit: Programme, UNICEF Thailand Country  
Post Location: Bangkok, Thailand

Job Level: P2  
Job Profile No.:  
Job Classification Level:

### II. Strategic Office Context and purpose for the job

The fundamental mission of UNICEF is to promote the rights of every child, everywhere, in everything the organization does — in programs, in advocacy, and in operations. The equity strategy, emphasizing the most disadvantaged and excluded children and families, translates this commitment to children's rights into action. For UNICEF, equity means that all children have an opportunity to survive, develop, and reach their full potential, without discrimination, bias, or favoritism. To the degree that any child has an unequal chance in life — in its social, political, economic, civic, and cultural dimensions — her or his rights are violated. There is growing evidence that investing in the health, education, and protection of a society's most disadvantaged citizens — addressing inequity — not only will give all children the opportunity to fulfill their potential but also will lead to sustained growth and stability of countries. This is why the focus on equity is so vital. It accelerates progress towards realizing the human rights of all children, which is the universal mandate of UNICEF, as outlined by the Convention on the Rights of the Child, while also supporting the equitable development of nations.

In the UNICEF context, knowledge management (KM) is defined as the capture, organization, sharing and use of knowledge for improved organizational performance towards development and humanitarian results for children. As defined in the global UNICEF KM Strategy (2021–2022), the organizational vision focuses on putting knowledge to work to achieve results for children and fulfil their rights.

UNICEF Thailand has a longer-term vision of KM not just in terms of facilitating internal knowledge sharing and but also to support UNICEF's public positioning as a thought leader on child rights and child related issues. This entails ensuring our partners and the public are kept up to date with the latest research, publications and developments in this space and facilitating debates, presentations, and knowledge exchanges within the network of child rights actors in Thailand.

UNICEF Thailand works in a unique operating context characterized by both development and emergency response activities in an upper-middle income context.

#### **Strategic office context:**

The Programme Coordination Section at UNICEF Thailand Country Office (TCO) is seeking donor support for the funding of a JPO position for 2024-2025 who will assist in rolling out the KM framework and action plan that will support TCO to become a knowledge hub for issues impacting child well-being in Thailand. The JPO will

manage and update the KM Framework and support the implementation of the action plan. He/she will coordinate closely with all the TCO sections, as well as regional and global levels. The JPO will provide critical support to promote a better understanding of KM within TCO, ensure that accurate and essential information is delivered to key audiences, and document best practices and lessons learned. The JPO will also be responsible for overseeing the office's knowledge management tools and online platforms.

**Purpose for the job:**

Under the matrix management supervision of the PMR Specialist and the Deputy Representative, the JPO will support TCO to roll out the KM Framework and implementation of the associated action plan, and develop a well-maintained knowledge management system that gathers, extracts, packages, maintains, distributes, and continually updates evidence, data, and knowledge for internal and external audiences, with the goal of establishing and positioning UNICEF Thailand as a knowledge center on children and issues affecting them, to inform UNICEF's strategic policy/advocacy objectives and to develop a culture of learning and information exchange; continuously identify and promote opportunities for innovation within the office across the Country Programme priorities and document and disseminate best practices and lessons learned.

### **III. Key functions, accountabilities and related duties/tasks:**

Under the matrix management supervision of the PMR Specialist and the Deputy Representative, and in collaboration with the Knowledge Management (KM) Working Group, the Knowledge Management Officer will lead efforts to enhance knowledge sharing and strategically position UNICEF as a thought leader on children's issues, both internally and externally. The responsibilities include:

**Strategic Guidance:** Advise programme sections on developing and implementing tailored KM strategies that align with workplan goals, ensuring knowledge capture and learning integration.

**Knowledge Capture and Use:** Provide guidance on documenting, organizing, and utilizing key knowledge assets within the office.

**KM Community Participation:** Actively engage in UNICEF's global and regional KM networks to ensure alignment with best practices and innovative approaches.

**KM Dialogues and Events:** Lead the organization of office-wide knowledge-sharing events, discussions, and dialogues to foster learning and collaboration.

**KM Strategy Implementation:** Oversee and monitor the implementation of the office KM Strategy and Framework, ensuring effective uptake across sections.

**Training and Support:** In partnership with ICT colleagues, train, and support staff in utilizing UNICEF technology platforms, including SharePoint, for KM-related activities.

**External-Facing Knowledge Management: Thought Leadership & Strategic Positioning:** Identify and leverage opportunities to promote UNICEF's expertise on children's issues to external audiences, including partners, governments, academia, and the public. Facilitate external engagements to broaden UNICEF's visibility as a thought leader in KM.

**Collaborative Knowledge Sharing:** Lead efforts to share insights, research, and learning with external partners. Convene knowledge-sharing forums that bring together diverse stakeholders to discuss key children's issues.

Content Development and Dissemination: Coordinate, draft, and distribute knowledge briefs, updates, and thought pieces, positioning UNICEF as a trusted knowledge source on child-related topics.

External KM Events: Spearhead the organization of public-facing KM events and initiatives, fostering UNICEF's role as a convener of important discussions on children's welfare and global child rights.

Cross-Cutting Responsibilities:

KM Working Group Leadership: Convene and coordinate the office KM Working Group, ensuring close collaboration with KM focal points across sections.

Continuous Improvement: Stay ahead of global KM trends, tools, and technologies, providing ongoing recommendations to enhance the efficiency and reach of UNICEF's KM efforts.

#### IV. Impact of Results

The efficient and effective technical support provided to the development and implementation of a KM framework and documentation of best practices promotes a better understanding of KM within TCO and establishes a culture of learning and knowledge sharing within TCO and among key partners. TCO has a critical role as a knowledge broker and leader on issues impacting child well-being in Thailand; however, much of the focus in the past has been on building platforms and tools. Gaps in strategic generation, use, and exchange of knowledge, both internally and externally with our partners, exist and need to be filled. Therefore, this in turn contributes to enhancing the ability of UNICEF TCO to fulfill its objectives by strengthening its position as a knowledge leader, advocating for children in Thailand, and emphasizing the requirement of continued investment in improved knowledge sharing and information management.

#### V. Competencies and level of proficiency required

##### **Core Values attributes**

- Care
- Respect
- Integrity
- Trust
- Accountability
- Sustainability

##### **Core competencies skills**

- Nurtures, Leads and Manages People (1)
- 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)
- Drives to achieve impactful results (1)
- Manages ambiguity and complexity (1)

##### **Functional Competencies**

- Persuading and influencing (1)
- Applying technical expertise (1)
- Learning and researching (2)
- Planning and organizing (2)

#### VI. Recruitment Qualifications

Education:	Advanced university degree in social sciences, information technology, education or other related field.
Experience:	<p>At least 2 years of work experience in the areas and activities pertaining to this position:</p> <ul style="list-style-type: none"> <li>• Demonstrated knowledge of web design and data visualization tools;</li> <li>• Graphic design experience is desirable;</li> <li>• Prior experience in the work environment of an international agency, NGOs, UN, or international institutions would be desirable;</li> <li>• Experience in programme management is desirable</li> <li>• Strong interest in Human Rights, especially Child Rights, Women's Rights and the Rights of Children with Disabilities;</li> <li>• Strong analytical and critical thinking skills;</li> <li>• Excellent written and oral communication in English;</li> <li>• Demonstrated ability to meet deadlines;</li> <li>• Familiarity with UN and international NGOs programming.</li> </ul>
Language Requirements:	<i>Fluency in English is required. Knowledge of another official UN language or local language of the duty station is considered as an asset.</i>