

KNOWLEDGE MANAGEMENT & COMMUNICATIONS INTERN

About the Organisation

Established in 2004, the Financial Sector Deepening Tanzania (FSDT) is a donor-funded financial sector market facilitator that aims to achieve poverty reduction through a transformative financial sector that offers inclusive and sustainable financial solutions to improve the livelihood, wellbeing, and empowerment of underserved Tanzanians. FSDT's work is guided by the Market Systems Development (MSD) approach, which aims to develop market systems that benefit the underserved, offering them capacities and opportunities to improve their lives.

Currently, our main target markets are women and youth, who have been identified as the most financially excluded market segments in the country. FSDT is dedicated to supporting the financial sector in delivering inclusive, quality and sustainable financial solutions that meet the financial needs of women and youth.

Through FSDT facilitation, we hope to achieve the following changes in the market:

- Improved policies, legal and regulatory frameworks that promote gender equality as well as economic and financial opportunities for women and youth.
- Improved availability of relevant financial sector infrastructures that will equip the financial sector players and other stakeholders with the ability to meet the needs and aspirations of women and youth.
- Financial service providers developing and scaling innovative and responsive financial solutions/tools for women and youth to promote equality, empowerment, and wellbeing.
- Improved confidence and capability of women and youth to demand and use financial solutions.

The Opportunity

FSDT is seeking applications for the position of **Knowledge Management & Communications Intern:**

JOB TITLE	Knowledge Management & Communications Intern	
DEPARTMENT	Research, Results & Insights	
REPORTING RELATIONSHIPS	Reports directly to	Knowledge Management Specialist
	Direct reports	N/A

About the Job

FSDT is seeking applicants for the position of Knowledge Management & Communications Intern for a period of 6 months to support FSDT's learning, insights, communication and reporting activities.

Key Responsibilities

1. Documentation and Content Management:

- Assist in the update and management of knowledge and insights databases and repositories; including supporting the maintenance and update of Knowledge Management Systems, Content Management Systems (CMS) and collaboration platforms.
- Help document best practices, lessons learned, and human interest stories from ongoing project implementation activities.
- Organize and categorize program documents, ensuring they are easily accessible to staff.

2. Knowledge Sharing and Dissemination:

- Support the preparation and distribution of learning and knowledge outputs such as case studies, focus notes, thought pieces, success stories, failure diaries, policy briefs, blog articles, etc.
- Assist in organizing learning meetings, expert talks and knowledge-sharing sessions, workshops, and webinars.
- Contribute to the development of other communication materials that promote knowledge-sharing initiatives.

3. Research and Analysis:

- Conduct desk research, literature reviews and qualitative data analysis to support in the production of knowledge assets.
- Collaborate in analyzing data and feedback from program implementation, monitoring and research activities to help identify areas for project improvement.
- Assist in the development of reports and presentations on program activities and outcomes.

4. Collaboration and Stakeholder Engagement:

- Help ensure that all knowledge management systems are user-friendly and accessible.
- Assist in fostering a culture of knowledge sharing across the organization.

Role Requirements

Qualifications and Education

- Minimum of a bachelor's degree in a relevant field from a recognised University.
- Professional training or certification in Knowledge Management/Library Database Management is an added advantage

Essential Experience/Functional Competencies

- Prior experience supporting Learning, Knowledge Management, Communications or Research teams; preferably in the development sector context.

- Ability to use the Microsoft Office 365 Suite, especially Sharepoint, Excel, PowerPoint and Word.
- Excellent Communication Skills; both written and spoken English and (ideally) Swahili.
- Previous experience with Website and/or Content Management Systems such as Wordpress, Wix, Sharepoint, Airtable, Monday.com, Notion etc. for organizing and disseminating information is an added advantage.
- Conceptual understanding of Monitoring, Evaluation and Learning, and its application to international development and financial market systems development programs is desirable.

Other Competencies:

- Sensitivity to cultural, gender, religion, race, nationality and age differences.
- Highest standards of integrity, confidentiality and discretion.

Personal Characteristics

Initiative & Decisiveness

You have a strong sense of ownership: taking personal responsibility for whatever work you have been allocated, the impact we are seeking, and the achievement of critical higher-level goals. You have a reputation for being action-orientated and dynamic without needing to be pushed or reminded, and you can make appropriate decisions within the scope of your role, even when the way ahead is unclear.

Learning & Innovation

You continually improve your skills and knowledge and role-model a personal commitment to professional development. You are quick to recognise opportunities or new ideas and make use of them in your own work; and you respond to a new situation, or tough feedback, by learning, adapting and improving.

Resilience & Resourcefulness

You possess the personal resourcefulness to deal with difficult situations effectively and to navigate a path through whatever challenges the team is facing, demonstrating courage to do what must be done. You can manage your emotions well; remaining effective, open, and engaged, despite experiencing an internal emotional reaction.

Application Deadline: 10th September 2024

How to Apply:

Please submit your application via email to vacancy@fsdt.or.tz

Only short-listed candidates will be contacted.

FSDT provides equal employment opportunities (EEO) to all employees and applicants for employment.