

Terms of Reference: Knowledge Management Expert to support the development of guided search for the Safeguarding Resource and Support Hub

Background: The Safeguarding Resource and Support Hub has been developed by a consortium of partners, including Social Development Direct, Clear Global and Terre des hommes. It is a project that runs in 8 countries (3 in Africa, 3 in MENA, 2 in South Asia) and aims to support small, local civil society organisations in improving their safeguarding systems and practices. An important part of the project is the website (<https://safeguardingsupporthub.org/>) which now hosts more than 1000 resources on the subject, but also offers an e-learning course, live webinars and an “ask an expert” service. The website has resources in 10 languages.

The consortium would like to develop a guided search on the website in order to help visitors find what they are looking for, and to help people find relevant resources even if they do not know exactly which publication they need. The guided search will ask the user a series of questions before offering relevant services or resources that are available on the website.

The design of the guided search decision tree should take into consideration users on desktop, laptop, tablet and mobile devices and provide a decision tree which is most useful for users on each type of device.

The Task: Terre des hommes – the organisation responsible for the online elements in the project – is looking to engage a knowledge management expert, who can help develop the decision tree which will form the basis of the guided search. In particular, the expert should perform the following tasks:

- Hold initial discussions with users to understand the most common needs when searching on the website
- Define options for the decision tree based on knowledge management good practices
- Develop the decision tree
- Support the management of this project
- Support the testing of the prototype by holding discussions with users and asking for feedback and undertaking analysis of feedback
- Support the completion of the guided search
- Write a final report

The consultant is expected to have the following skills and knowledge:

- Have a degree in knowledge management or a related discipline
- Have at least 3 years experience in the field of digital knowledge management
- Knowledge of best practices in the field of knowledge management
- Have specific experience with guided search functionality
- Have experience conducting user feedback sessions (KIIs and FGDs)
- Fluency in English
- Project management experience

Timeline:

- Application deadline 7th April 2023
- Contracting by 20th April 2023

- Project duration until 30th June 2023
- Guided search published by 1st July 2023

To apply: Please send a CV and a maximum two-page offer describing your specific experience answering the Terms of Reference, together with a price quote to info@safeguardingsupporthub.org to the attention of Judit Nemeth-Almasi no later than 7th April 2023.