

POSITION DESCRIPTION

Title: Learning Manager

Category: Monitoring, Evaluation, and Learning

Reports to: Sr. Manager of Information, Monitoring & Learning

Location: Kansas City

Effective: May 2016

Introduction

660 million people – about one in ten – lack access to safe water. More than twice that many, 2.4 billion people, don't have access to a toilet. These are the people Water.org serves. We are a global non-profit based in Kansas City, Missouri working to ensure safe water and sanitation for all. We go beyond traditional approaches to safe water and sanitation, addressing the underlying causes of this global crisis and innovating to deliver large-scale and sustainable change. Co-founded by Gary White and Matt Damon in 2009, Water.org has impacted more than 4 million lives and transformed thousands of communities in Africa, South and Southeast Asia, and Latin America. Learn more at <http://water.org/>

Summary

The primary purpose of the Learning Manager position is to develop, manage, and disseminate learnings from Water.org's growing body of evidence. This is a collaborative and facilitative role that demands focus and cultural sensitivity, and requires a highly-resourceful individual with strong emotional intelligence, self-motivation, writing/editing, communication, and research & analytical skills.

The Learning Manager will work on the International (IP) team within its Monitoring, Evaluation and Learning (MEL) unit and be based alongside other members of the IP team at our headquarters in Kansas City, MO. The Learning Manager will report to the Senior Manager of Information, Monitoring & Evaluation who is based remotely. S/he will also work with other members of the Water.org team within the IP team and across other departments, as well as with staff members based in the US and other locations.

Key Responsibilities

Learning strategy and processes

- Collaborate with different departments and stakeholders to understand learning needs, for internal and external audiences.
- Lead in the development of Water.org's program learning strategy and manage associated project, work, and budget plans.
- Develop and manage processes for the development, utilization, and sharing of learning materials.
- Monitor and evaluate usage and value of learning activities, materials and participatory learning spaces to gather and incorporate lessons learned in current and future work.

Participatory learning spaces

- Design and lead participatory learning spaces for internal and external users. This includes an online question and discussion board among Water.org partners, partner resources within Water.org's program information database system, webinars, brown bags, and staff communication tools.
- Support regional program and WaterCredit adoption teams with planning, coordination, and implementation of exposure visits and partner meetings.

Learning materials

- Design and produce a suite of learning templates for packaging information into different materials and formats. Materials will range from technical to high level summaries depending on purpose and audiences, including articulating the market and business value propositions of water and sanitation finance to institutions to expand channels and drive capital.
- Develop and implement internal and external learning materials, tools and documents on Water.org programming.
- Develop and disseminate practitioner-level information for Water.org's partner network. This includes health and hygiene modules, IEC materials, and water and sanitation lending descriptions.

Information-related activities

- Collaborate with staff on materials for events/conferences/presentations.
- Liaisons with staff to identify and cultivate internal and external stakeholder needs.
- Develop presentations and reports for proposals and speaking engagements.
- Assist MEL team in developing easily accessible data summary tables and views.
- Structure meetings across departments and countries.

Scope Data

- Make recommendations to Senior Manager regarding learning strategy & practices
- Has authority and decision making on projects and activities managed

Skills and Competencies

- **Customer Focus** – Building strong customer relationships and delivering customer-centric solutions.
- **Nimble Learning** – Actively learning through experimentation when tackling new problems, using both successes and failures as learning fodder.
- **Drives Results** – Consistently achieving results, even under tough circumstances.
- **Collaborates** – Building partnerships and working collaboratively with others to meet shared objectives.
- **Self-development** – Actively seeking new ways to grow and be challenged using other formal and informal development channels.
- **Optimize Work Processes And Change Management**– Knowing the most effective and efficient processes to get things done, with a focus on continuous improvement.
- **Manages Ambiguity** - Manages ambiguity by operating effectively, even when things are not certain or the way forward is not clear.
- **Instills Trust** – Gaining the confidence and trust of others through honesty, integrity, and authenticity.
- **Financial Stewardship** - Demonstrates fiscally responsible decision making as applicable to one's role.

Qualifications –

- Master's degree in international development, development & communications, organizational development, or an appropriate related field.
- Five years of relevant professional and academic experience preferably in communication & development, monitoring, evaluation, learning, grant-writing, and research.
- Understanding of international development, with experience in the microfinance and/or

water and sanitation sector a significant plus.

- Strong knowledge of MS Excel, Word, PowerPoint, design software, and knowledge exchange platforms.
- Talent for translating complex topics into clear, concise, and compelling content.
- Talent for designing learning materials & presentations, and for developing data and concept visualizations.
- Experience with platform design & management.
- Ability to design and coordinate work-flow processes.
- Ability to plan/lead/coordinate meetings.
- Ability to conduct basic research and data analysis.
- Ability to rapidly learn new systems and technological tools and transfer those learnings to colleagues.
- Strong interpersonal skills, including ability to work well with those from various backgrounds and cultures.
- High level of emotional intelligence to facilitate training and conflict resolution.
- Excellent communication, persuasive writing and editing skills.
- High ethical standards to ensure those we reach with WSS solutions always come first.
- Self-starter who can initiate, implement and complete projects.
- Strong project management skills.
- Exceptional ability to collaborate, communicate and execute across functions and all levels of employees and stakeholders.
- Ability to thrive in an entrepreneurial and fast-paced environment.
- Ability to effectively and efficiently perform multiple tasks and balance competing priorities.
- Demonstrated flexibility and comfort operating under a new position and tight deadlines.
- Detail-oriented and results-driven.
- This description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required. Some duties, responsibilities and activities may change or be assigned at any time with or without notice.

Travel Requirement – This position will require travel occasionally to stakeholder meetings, conferences, and Water.org locations and places of interest, approximately 10% of time.

Salary/Benefits

This position offers full-time benefits, including medical/dental insurance, life and disability insurance, retirement program and periodic review for merit and incentive pay based on organizational and personal achievement. Salary will be based on education and experience, and will coincide with similar nonprofit organizations in international development.

Application Information

Please apply at <http://water.org/about/careers/>. Please title your attachments with lastname, firstname. Submissions will be reviewed as they are received.

PLEASE DO NOT CONTACT US FOR STATUS UPDATES.

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