

TERMS OF REFERENCE
for the Position:
Knowledge Management Officer
of Vietnam Urban Forum (VUF) Secretariat
17/05/2012

1. Background

In 2000 and 2001 the *Vietnam Urban Forum* (VUF) was conceptualized as a medium for policy dialogue and structured exchanges on urban development issues. VUF became operational in 2003, when a Memorandum of Understanding (MoU) was signed by key stakeholders in Vietnam's urban development process, after agreeing to establish an Executive Board (EB) and the operational objectives of VUF.

The overall objective of the VUF, as stated in the MoU of 2003, is: "to promote dialogue for sharing of experience and knowledge among government agencies, science/professional, social/political and non-government organisations, entities and individuals of all economic sectors and the donors, with the aim of actively contributing to the formulation and implementation of policies on urban development and management, (...), and improving the effectiveness of urban development and management activities."

With the specific objective to sustainably institutionalize the VUF as an operational national forum to discuss contemporary urban issues and policies in Vietnam, the MOC, supported by Cities Alliance (CA) and UN HABITAT has taken steps to strengthen the VUF by establishing a functional Forum Secretariat within the Urban Development Agency (UDA-MOC). The Secretariat will be responsible for the implementation of the day-to-day work of the Vietnam Urban Forum. It will be staffed with the full-time Coordinator and at least two additional full-time positions.

In order to achieve the project objective, a number of outcomes will be secured through this project. These are: (i) Vietnam Urban Forum is institutionally strengthened: Forum Secretariat and Steering Committee are sustainably established and operational; work is based on an agreed long-term Strategy and Operating Plan; the VUF is re-launched with a broad membership base; (ii) VUF is operating as a regular platform and appreciated collaborative mechanism for systematic and structured dialogue and knowledge exchange on urban issues between a wide range of stakeholders to inform urban policy formulation in Vietnam; (iii) Regularly updated information about the state of urban development, urban sector investments and activities in Vietnam is widely communicated; (iv) Good practices and lessons learned are made available for replication and upscaling.

The Urban Development Agency (UDA) within Ministry of Construction (MOC) takes the main responsibilities for implementing this project in 2011 – 2013, with funding assistance from Cities Alliance and UN HABITAT.

2. Basic Function of the Position

The *Knowledge Management Officer* (KMO) of the VUF Secretariat is responsible to the Coordinator of VUF and will work in close cooperation with the Executive Board (EB), the Chairman, the Coordinator and staffs of the Secretariat and other key partners. The purpose/aim of the position is to assist the Coordinator in managing the day-to-day activities of the Vietnam Urban Forum and more specifically be responsible for the effective information management/promotion activities of VUF Secretariat through various media, particularly by creating, operationalizing and maintaining a web-based knowledge document management system.

3. Duties and Responsibilities

The incumbent will work at the VUF Secretariat Office in Ha Noi and have the following specific responsibilities/duties:

1. Assist the coordinator in identifying, developing and implementing the topics and activities for knowledge management according to the action plan of VUF;
2. Assist in summarizing and synthesizing the key activities and outputs of VUF in written reports (regular and on-demand);
3. Develop, establish and maintain the structure and contents of the VUF website and online information database (web-based knowledge document management system) on news/events, projects/initiatives, investment program, relevant regulations and good practices, and the membership base;
4. Link online information-communication with stakeholder participation; develop and implement activities to enable interactive access of stakeholders as necessary (database user manual, training);
5. Maintain an active file (database) of all contacts of VUF members and affiliates, as well as other stakeholders in the Vietnamese urban sector;
6. Assist in developing VUF's knowledge base - facilitate knowledge building and sharing towards members/stakeholders activities and lessons learnt in urban development/urban management in Vietnam; Compile and synthesize information materials/data on specific topics and/or outputs such as brochures, project profiles, advisory tools and good practice sheets in close contact with VUF members for dissemination through VUF;
7. Assist in consolidating and documenting the existing urban development planning and management experience and develop and disseminate findings by organizing the editing and publication of regular print/digital information-communication media, including quarterly newsletters and annual key reports;
8. Participate in coordination of short-term experts/contractors, including contacts, communication, development of TORs and follow-up;

9. Undertake other appropriate tasks as assigned by the Coordinator.

4. Qualifications and Experience

The candidate (male or female) should possess the following qualifications:

1. Vietnamese nationality, preferred age group 25-35;
2. Master or higher level degree (priority for PhD.) in Communications, Knowledge Management, Journalism, Information Science or other related fields, or equivalent experience and formal training in communication and public information;
3. At least five years relevant professional work experience in communications, knowledge management and information management;
4. Strong organizational skills and thorough knowledge of the techniques, methods, principles and practices of public information and related administrative procedures;
5. An established track record in communications and media outreach. In particular, familiarity with content-management-based websites such as typ03;
6. Proven ability to use word processing software and other software packages required to produce information materials for print/digital publishing such as Adobe In Design;
7. Strong knowledge of computer software packages required for producing internet applications for information collection management and dissemination, including knowledge document management systems and content management systems such as Microsoft Sharepoint;
8. Ability to communicate and work with people from different backgrounds in an effective, courteous and cooperative manner. Good time management skills and display a high level of initiative, effort and commitment towards completing assignments efficiently;
9. Excellent speaking and writing skills in both Vietnamese and English;
10. Experience in dealing with foreign agencies and/or basic knowledge of the urban development sector in Vietnam would be an asset.

5. Duration and Payment of Assignment

07-month part-time contract (to be verified). Work may require occasional weekend and/or evening work.

Pre-tax (gross) salary per month: 1,000 US\$

6. Duty Station

Duty station is Ha Noi, with local/ international travel when required.