



An initiative of CBM Global Disability Inclusion

Re-advertisement

Terms of Reference - consultancy

Knowledge Management Analysis

1. Background

The [CBM Global Inclusion Advisory Group \(IAG\)](#) strives for an inclusive and equitable world where people, organisations and institutions actively practice and promote inclusion and where everyone enjoys their human rights. We exist to assist others to put inclusion into practice.

In partnership with persons with disabilities and their representative organisations, IAG assists to create change in organisations and institutions through technical assistance, change facilitation, capacity strengthening and sharing evidence of what works. We work directly with organisations to show how commitments can be operationalised– at program, policy or organisational level and our advice and relationships are localised and backed up by global evidence and learning, networks, and sector understanding. Our advice is amplified and informed by CBM Global’s program work, demonstrating what works, and by our local to global advocacy that reminds decision makers about their obligations and commitments.

The Inclusion Advisory Group is a sub-brand of CBM Global Disability Inclusion (CBM Global) that covers all the ‘external facing’ advisory work completed within CBM Global and its members. This program of work is delivered by advisors (staff and consultants) based in decentralised, local teams in all parts of the CBM Global federation – member associations, country offices and partners, and global teams.

The IAG core team, which is one of the global thematic teams within the CBM Global secretariat, provides an enabling function, coordination and quality support for the overall advisory work across the organisation. Member Associations in Australia, Switzerland, New Zealand and Ireland and Country Teams including Bangladesh, Indonesia and Nepal are to a larger or lesser extent engaged in advisory work and contracts and are also part of a broader peer review system which is part of both quality assurance and a peer learning process.

Our largest base of advisory work exists in CBM Australia who have been provided contracted advice since 2008 and have an existing team and large portfolio of advisory contracts and partnerships. Since 2019, the global IAG work has drawn on and leveraged this foundation, as well as designing new approaches to provide us with more agility, impact, and ability to deliver in more localised ways with the disability movement.

IAG's knowledge management requirements have evolved significantly over this time – from being situated within a small team of advisors in one office, to now functioning across dispersed teams of advisors globally with a coordinating secretariat and with an element of deliberate knowledge transfer from more established teams to start-up advisory teams and newer staff. Our knowledge management approaches and systems need updating to match this reality.

2. Rationale for the consultancy service

CBM Global Inclusion Advisory Group (IAG) set up a project team to scope out and start shape a knowledge management system across IAG network to ensure better access to learning, technical products, contract and project outcomes and online sharing of experiences and peer support. The intended system shall support advisors working across CBM Global members, thematic teams, and country teams as well as IAG's core team. Since data, learning and knowledge are interlinked but at the same time managed at different levels of CBM Global and across various entities, the future knowledge management system shall be designed to be linked, adapted, and possibly integrated into a wider CBM Global knowledge management system.

The advisory knowledge management system could be built around IAG's already existing advisory functions, staff roles and IT infrastructure (including Microsoft 365 including MS Teams, Omnia and NGO Online), but it could also include other infrastructure and systems depending on the initial needs assessment. IAG has a somewhat unique structure and function, with some elements in common with international NGOs and international technical consultancies and requires advice on knowledge management approaches and systems best suited to its operating model.

IAG's understanding of knowledge management considers connecting people, developing, and adapting processes and the use of user-friendly technologies for communication as the three key success elements. Against this background, these elements shall be considered in all steps of the process at hand. IAG's knowledge relates to processes of how our advisory work is planned, delivered and managed, as well as technical subject matter which comprises the contents of our advice.

IAG is looking for a knowledge management expert to lead a needs analysis and to provide an external point of view on the existing and possible future processes of our internal knowledge management. The consultant will work closely with a small group of IAG staff.

3. Purpose of the consultancy

The purpose of this consultancy is to support CBM Global Inclusion Advisory Group to analyse and identify a knowledge management approach and system, including a 'community of practice type' mechanism, that suit the different needs and build upon existing structures.

An inception workshop will be held at the start of the consultancy to define more specifically the scope of the analysis and the consultant is expected to proactively support the CBM Global project team in defining the analysis framework.

4. Scope

The consultant will complete the task using his/her own analysis tools. In doing so, the consultant will:

- Understand the way IAG advisors works across the network, including with country teams and member associations, as well as other thematic teams (humanitarian team, advocacy team and mental health team).
- Assess the various needs for creating, managing, accessing and using knowledge relating to IAG advisory work across CBM Global country teams, member associations and global secretariat advisory staff through individual and focus group interviews. Include consultation with humanitarian, community mental health, and advocacy teams.
- Analyze the existing ways and systems being used to capture and share resources and knowledge within the IAG network and other thematic teams, where are the strengths and gaps as perceived by the different actors.
- Suggest an overall approach as well as recommended systems (processes, platforms, instruments, staff functions, etc.) within the IAG network and broader across CBM Federation, to enable knowledge management in the future.
- Conduct a workshop with IAG network and thematic teams' representatives to share the analysis and recommendations.
- Liaise with IAG staff as required in delivery of the above.
- Other support to contract as agreed with manager.

5. Deliverables

- Inception meeting report and workplan.
- Draft report of needs analysis and outline of a proposed knowledge management system.
- Facilitate a workshop to discuss the findings and finetune the recommendations.
- Final report in English.

6. Timeframe and duration

Up to 10 (ten) days of work in total.

An inception workshop should be held in end of January 2022 to detail the work plan and deadlines.

A draft final report should be submitted by 25 March 2022 and all work should be completed by 31 March 2022.

7. Place/location of service delivered

Desk based. No travels are foreseen.

8. Required expert profile

- Capacity to conduct organisational knowledge management needs assessments.
- Capacity to conduct organisational process mapping.
- Good intercultural and sensitive communication skills.
- Experience in analysing and designing knowledge management approaches in international NGOs and/or for-purpose (or other) international technical consultancies.
- Fluent in English language in spoken and written.

9. Payment schedule

Payment will be on completion of services based on the invoice instructions provided with the contract.

10. Application and deadline

Applicants should submit a brief proposal (2 pages) describing the understanding of the ToR and the methodology that will be used to deliver the scope of the ToR. The proposal should also provide examples of previous work on knowledge management systems and analysis and a CV.

Applicants should submit a budget, on a fee per day basis, and costs for reasonable accommodation as required. We encourage persons with disabilities to apply.

Proposal should be submitted in English and sent to: IAG@cbm-global.org with the reference: **CBM Global IAG Knowledge Management.**

If you have any queries about the consultancy, kindly contact: IAG@cbm-global.org

The deadline for submission is **16 January 2022.**