

## Terms of Reference for a Community Manager

### Community Manager for the [name of Community of Practice]

The [organization / name of department/unit] is looking for a Community Manager to help in the design and development of its [name of community] community of practice.

### Background

[Background on your team and the CoP] – *E.g.* The Knowledge and Solutions Hubs Community of Practice (CoP) was established as a follow up to the Bali High-Level Meeting on Knowledge Hubs, held in Indonesia in July xxx. The CoP provides a platform for strengthening knowledge institutions in emerging economies to become knowledge hubs focused on more effective sharing of their operational experiences. Experts and practitioners from around the world learn from one another and discuss practical aspects of knowledge hubs, ranging from organizational options and business models, the “how-to” of developing knowledge offerings, brokering connections with countries/institutions that can benefit from such offerings, designing an effective exchange, and measuring results. The CoP provides a variety of learning activities to provide first-hand insights into the ‘how to’ of organizational and operational aspects of knowledge-based institutions. To date, the membership base covers over 480 members from more than 200 institutions, representing more than 25 countries.

In preparation for the Second High-level Meeting on Knowledge Hubs (HLM2) held in Seoul, Korea, from June 23-26, the CoP has become the main platform for information sharing and learning related to the development of knowledge hubs. The CoP conducted fourteen peer learning activities and posted 77 case stories sharing knowledge hubs experiences and other summaries and high-quality content developed in preparation of HLM2 which generated substantive discussions on the platform.

Through its close association with HLM2, the CoP has strengthened its mandate. The goal is to become the reference CoP for sharing good practices on knowledge exchange and for building the capacity of knowledge sharing institutions (knowledge hubs). It intends to do so through sharing the lessons learned from HLM2 and continuous education of practitioners and staff of knowledge sharing institutions through various formats like webinars, e-discussions and blogs. These efforts would contribute to implementation of effective knowledge sharing policies/programs around the world, and strengthening knowledge sharing as a critical component of improving service delivery.

### Scope of Work

The consultant will be responsible for the development and growth of the community by facilitating connections among members, managing its platform on a daily basis, and providing ongoing advice to the team. This will include:

### Strategy

- Work closely with the community leader and core group to keep the community strategy and concept of operations updated and relevant, informed by member feedback and program goals. Collaborate in setting and implementing annual priorities.

- Collaborate with the development of the community's Theory of Change clarifying how the CoP will provide value to members, to the sponsoring organizations, and generate positive impact. Identify key performance indicators and track CoP progress.
- Keep abreast of the CoP domain sector to contribute with innovative ideas for content, programming and partnerships.
- Contribute with mapping the CoP ecosystem to identify key partners, create linkages with key initiatives, position the CoP strategically and expand reach.

## Membership

- Cultivate a sense of community and collaboration modeling behaviors such as empathy, autonomy, creativity, trust, respect, careful listening and honest discussions.
- Get to know community members, their needs, and challenges, and help them connect with one another to develop valuable relationships based on trust and mutual respect. Maintain an updated list of community members.
- Recruit, welcome and onboard new community members helping them learn how to use the online collaboration platform and actively engage in CoP activities
- Identify and cultivate community champions to encourage them to take on responsibilities and co-leadership roles within the community.
- Act as project manager for the core group. Activities include support the design, organization and facilitation of meetings and knowledge exchange activities, maintain regular communications, organize knowledge and resources, and steer the development of proposed activities.

## Programming

- Develop a calendar of activities to share with CoP members based on the CoP strategy and annual priorities co-developed with the core group.
- Organize in-person and online events such as meetings, panel discussions, workshops, conferences, webinars, and e-discussions, identifying topics, speakers and participants in collaboration with the Core Group.
- Develop and distribute a monthly newsletter.
- Optimize user experience on online collaboration platforms ensuring a welcoming environment, a clean design and straightforward organization of content, knowledge and resources, and regular opportunities for online collaboration.
- Work closely with the Core Group in populating the online venue with content and moderate streams of topics to be discussed
- Develop a Monitoring, Evaluation and Reporting mechanism for the CoP. Activities include: Identify key performance indicators and metrics, develop a CoP tracking and measurement dashboard, document community engagement and other outputs and outcomes, prepare regular reports of CoP progress to update members, partners and sponsor.

Perform other tasks as required

## Selection Criteria

The Community Manager would have the following profile:

- A Master's degree or three years of work experience in a relevant field: knowledge management, communications, public policy, public management, business administration, international relations, or international development;
- Relevant work experience with communities of practice, online communities, and/or community organizing with proven capacity to have successfully developed such communities;
- Proven experience organizing and facilitating participatory events such as workshops, presentations, learning sessions, and webinars;
- Effective interpersonal skills, with demonstrated ability to engage different stakeholders;
- Excellent analytical, writing, and communication skills;
- Proven capacity to deliver quality results on time, and demonstrate quality in work products;
- Strong work ethic and ability to work independently;
- Experience with online collaboration platforms [or name of specific platform];
- Work experience in international development [or insert specific domain] and knowledge exchange a plus;
- Knowledge of languages spoken by community members a plus.

**This position starts [date] and lasts for [number of days] until [date] with the possibility to extend the contract. The Community Managers will report to [xxx].** The position is located in [insert location or indicate if you accept long distance work for this position, which might not be a problem for communities with external or hybrid membership].

Please send a resume to [name and e-mail] with "[name of CoP] CoP Community Manager" in the subject line. The deadline for the submission of applications is [insert date]. Shortlisted candidates will be interviewed in the week beginning [insert date] and the successful candidate notified by [insert date].

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*This document is part of the Communities4Dev CoP Toolkit featuring practical resources to help you develop impactful Communities of Practice in the development sector. [Access the full CoP Toolkit.](#)*