



Knowledge + Systems Manager

JOB TYPE: Full-time

LOCATION: Bangalore

SALARY: Competitive as per market rates (depending on qualification & experience)

WHO WE ARE

Noora Health's mission is to improve outcomes and strengthen health systems by equipping family caregivers with the skills they need to care for their loved ones. Founded in 2014, Noora Health turns hospital hallways and waiting rooms into classrooms by tapping into the most compassionate resources available for the patient's care: their own family.

With the support of six state governments in India, the Government of Bangladesh, and large private hospital systems, Noora Health has trained more than two million caregivers across 329 facilities. In a cohort of patients, the program reduced post-surgical cardiac complications by 71%, maternal complications by 12%, newborn complications by 16%, and newborn readmissions by 56%.

Noora Health was honored as a TED 2022 Audacious Project Grantee and recipient of the 2022 Skoll Foundation Award for Social Innovation. Featuring Edith Elliott and Shahed Alam, our Co-Founders and Co-CEOs, Noora Health's mission took the spotlight at TED 2022 and was also featured in a 2022 Skoll video.



WHAT YOU WILL DO

Support and eventually lead efforts to design, implement, and operate a new knowledge management systems for the entire organization. This knowledge management system will support easy access to information and data across our programs and geographies for insight development. Additionally, you will also manage program feedback collection processes across India, Bangladesh, and Indonesia.

- Support to design, develop, and maintain knowledge management solution to support insight synthesis (ie. documentation and sharing) across the organization
- Coordinate and collaborate with teams across the organization to research and develop information flows, analyze feedback, and update information layouts according to UX trends and principles, in consultation with Digital Service Design, and Visual Design as needed
- Support to improve the documentation, organization, and packaging of organizational materials that is intuitive and easy to use
- Support with change management to implement and institutionalize knowledge management systems.
- Develop, test, and train other teams on templates, feedback processes, guidelines to assess program fidelity and reception
- Plan for systemic dissemination of learnings across cross-country teams
- Support on documentation and insight generation from feedback activities

WHAT WE ARE LOOKING FOR

- Experience of 5-7 years in roles supporting knowledge management and programmatic research (e.g. feedback processes)
- Familiarity with existing storage/document management tools such as Google Drive, One Drive, etc
- Experience in working with any reputed NGO or other relevant institution



- This role is aimed at professionals who are strongly motivated to solve important global health challenges and are dedicated to the social and development sector and health equity
- Experience working in multiple geographies (across countries) is an asset
- Excellent document/report writing skills in English
- Comfortable traveling across countries Noora Health works in to train teams on feedback processes and institutionalize learning systems within our programs
- Outstanding communication skills and ability to work seamlessly as part of a diverse team including designers, analysts, and educators from India and overseas

WHAT WE VALUE

At Noora Health, we value diversity, equity, and inclusion, and we understand the value of developing a team with different perspectives, educational backgrounds, and life experiences. We prioritize diversity within our team, and welcome candidates from all gender identities, castes, religious practices, sexual orientations, and abilities – among many others. We encourage people from all backgrounds to apply for positions at Noora Health.

HOW TO APPLY

Email the following materials with the subject line Knowledge Management Manager to people@noorahealth.org

- A one-page cover letter describing your interest in the position and background.
- An updated resume, including languages spoken and relevant experiences.