
Project/Consultancy Title: : Knowledge Management Assistant
Project Location(s): : Jakarta with a hybrid work arrangement
Finance Department Code: : 8420 – 72131L401

Background:

Experience from Prosper Global Indonesia's previous programs shows that women-led and women-owned micro and small enterprises (MSEs) continue to face challenges in accessing and utilizing formal financial products and services. These challenges are influenced by structural, behavioral, and gender-related barriers, including limited financial decision-making power, socio-cultural norms, and insufficient access to appropriate financial services.

The Financial Inclusion for Women Entrepreneurs Program aims to empower women-led and women-owned micro and small businesses in Semarang, Surabaya, and Medan by improving their access to financial literacy and services, business development opportunities, and digitalization. The program adopts a multi-stakeholder partnership and bundled services approach, providing integrated support through financial literacy, financial management, digital literacy, digital marketing, access to financial products and services, and mentoring.

Over 24 months, the program aims to reach 40,000 women entrepreneurs, including 32,000 adult women and 8,000 young women aged 18–30. Through these interventions, the program seeks to strengthen women's financial knowledge, improve access to financial services, enhance business performance, and ultimately improve their financial health and resilience.

As part of its knowledge management and communication strategy, the program documents implementation experiences, captures success stories and lessons learned, facilitates knowledge exchange, and disseminates evidence-based insights to relevant stakeholders. These activities include developing communication materials, producing knowledge products, documenting training and mentoring activities, organizing learning events, supporting donor engagement activities, and maintaining program visibility through digital communication platforms.

Goals and Outcome Program :

Impact: Improved financial health and resilience

- 30% of women report an improvement in financial health, measured through increased sales.

Outcome 1: Improved financial knowledge and application

- 75% of women report improved knowledge of financial literacy and services, business development, and digitalisation.

Outcome 2: Improved access to digital marketing channels and financial services

- 60% of women report improved access to digital marketing channels to support their businesses.
- 60% of women report improved access to financial products and services, including digital financial services.
- 70% of women who have access to financial products and services report actively using them at least once a month.

Consultant Objectives:

The Knowledge Management Assistant will provide day-to-day technical documentation, coordination, and administrative support to the Knowledge Management and Communication Specialist. This role will help ensure that program evidence, learning, activity documentation, participant stories, visual assets, and communication materials are collected, organized, quality-checked, and available on time. The Assistant supports implementation of the KMCS-led knowledge management and communication workplan; responsibility for strategy, donor-facing approvals, and final quality assurance remains with the KMCS and Program Manager.

Consultant Activities:

The Consultant will:

a. Knowledge management and learning documentation

- Collect, organize, label, and maintain program learning materials, event reports, meeting notes, presentations, photos, videos, and supporting documents in an accessible shared filing system.
- Support documentation of implementation experiences, promising practices, challenges, adaptations, lessons learned, and recommendations from the three program cities.
- Prepare initial drafts of learning briefs, event summaries, case studies, success stories, and inputs to the program learning document under KMCS guidance.
- Coordinate with field teams and the Senior MELR Officer to obtain verified information and supporting evidence; flag gaps or inconsistencies for review.
- Maintain a tracker of knowledge products, sources, review status, deadlines, and dissemination records.

b. Learning events and Learning Materials, stakeholder engagement and volunteer activities

- Support logistical and content preparation for learning events, learning materials/ document, knowledge-sharing meetings, stakeholder dialogues, and donor volunteer activities.
- Prepare participant and speaker lists, agendas, invitations, briefing materials, presentations, documentation checklists, and follow-up trackers.
- Capture key discussion points, action items, participant feedback, photographs, and event outputs; prepare draft event reports for KMCS review.
- Coordinate routine follow-up with city teams, partners, and vendors as delegated by the KMCS, without assuming lead responsibility for donor or government relationships.

c. Reporting, coordination and operational support

- Compile verified activity highlights, learning points, visuals, and supporting materials for bi-weekly updates, quarterly reports, interim reports, and other program reporting.
- Support documentation and filing requirements aligned with Prosper Global Indonesia systems and PM@MC 2.0.
- Maintain trackers for KM and communication workplan milestones, deliverables, review cycles, and outstanding actions.

- Assist in preparing scopes, supporting documents, and coordination for procurement of communication and documentation services in accordance with organizational procedures.

Consultant Deliverables:

The Consultant will:

1. **Monthly KM Activity Tracker and Documentation Inventory**

An updated monthly tracker of KM activities, content calendar, and consolidated inventory of program documentation and communication materials.

2. **Program Learning Document Contributions**

Compiled and organized inputs for the program Learning Document, including implementation experiences, key achievements, good practices, lessons learned, challenges, stakeholder insights, and recommendations, in coordination with the KMCS and relevant consultants.

3. **Good Practices and Case Studies**

Draft documentation of good practices, participant stories, case studies, and field experiences that demonstrate program implementation, stakeholder collaboration, and changes experienced by participants.

4. **Learning Event and Activity Reports**

Draft reports and summaries for assigned learning events, capacity-building activities, stakeholder engagements, and volunteer activities, including key outcomes, participant feedback, photographs, and follow-up actions.

5. **Knowledge and Communication Products**

Draft learning briefs, social media content, participant stories, and other knowledge products based on the approved workplan and KMCS guidance.

6. **Donor Reporting Documentation Package**

A well-organized compilation of supporting evidence for donor reporting and learning products, including attendance records, photographs, testimonials, activity outputs, and other relevant documentation.

7. **Meeting Notes and Action Trackers**

Updated meeting minutes, action trackers, and records of content review, feedback, and approvals for assigned activities.

Timeframe / Schedule:

The Knowledge Management Assistant Consultant will be engaged from the date of contract signing until 30 September 2027. During the assignment period, the Consultant will provide communication and knowledge management support in accordance with the approved work plan and project priorities. This includes supporting content development, communication and visibility activities, stakeholder and media coordination, event communications, documentation, and other communication-related assignments as requested by the Organization.

The Consultant is expected to submit agreed deliverables on a regular basis and participate in coordination meetings with the project team throughout the consultancy period (with travel to project locations, including Semarang, Medan, and Surabaya, as required).

Period of Assignment: Upon contract signing – 30 September 2027

The Consultant will report to:

Reports / receives day-to-day direction from: Knowledge Management and Communication Specialist. Works closely with: Program Manager, Senior MELR Officer, Program Support and Field Officers in Semarang, Surabaya, and Medan, and relevant operations, communications, and program colleagues. All external publications, donor submissions, and official program messages are subject to the applicable review and approval process.

Required Experience & Skills:

- Bachelor's degree in communications, Social Sciences, Development Studies, Journalism, or a relevant field.
- Preferably 1–2 years of relevant experience in documentation, knowledge management, communications, or program support; strong recent graduates with relevant portfolios may be considered.
- Good Indonesian writing, note-taking, proofreading, file management, and basic storytelling skills.
- Working knowledge of Microsoft Office, shared drives, and basic visual/content tools (e.g., Canva); familiarity with social media is an advantage.
- Ability to coordinate across teams, manage multiple deadlines, and handle information accurately and confidentially.
- Basic written English is an advantage; willingness to travel to program locations when needed.

Diversity, Equity & Inclusion

Achieving our mission begins with how we build our team and work together. Through our commitment to enriching our organization with people of different origins, beliefs, backgrounds, and ways of thinking, we are better able to leverage the collective power of our teams and solve the world's most complex challenges. We strive for a culture of trust and respect, where everyone contributes their perspectives and authentic selves, reaches their potential as individuals and teams, and collaborates to do the best work of their lives.

We recognize that diversity and inclusion is a journey, and we are committed to learning, listening and evolving to become more diverse, equitable and inclusive than we are today.



Equal Employment Opportunity

We are committed to providing an environment of respect and psychological safety where equal employment opportunities are available to all. We do not engage in or tolerate discrimination on the basis of race, color, gender identity, gender expression, religion, age, sexual orientation, national or ethnic origin, disability (including HIV/AIDS status), marital status, military veteran status or any other protected group in the locations where we work.

Safeguarding & Ethics

Prosper Global team members are expected to support all efforts toward accountability, specifically to our stakeholders and to international standards guiding international relief and development work, while actively engaging communities as equal partners in the design, monitoring and evaluation of our field projects. Team members are expected to conduct themselves in a professional manner and respect local laws, customs and Prosper Global's policies, procedures, and values at all times and in all in-country venues.

How to Apply :

Interested candidates are invited to submit their CV and cover letter, addressing the following points :

- **Relevant experience:** Describe your experience in documentation, knowledge management, communications, or program support, preferably in development programs, financial inclusion, women's economic empowerment, or MSE support. Specify your role and the outputs you produced (e.g., reports, case studies, event documentation, content).
- **Skills:** Explain how you meet the required skills, particularly Indonesian writing and note-taking, file and tracker management, basic storytelling, use of visual/content tools (e.g., Canva), and coordinating multiple tasks and deadlines across teams.
- **Motivation:** Explain why you are interested in this role and how you would contribute to documenting and sharing learning from the Financial Inclusion for Women Entrepreneurs Program.

The proposal must be submitted via email with subject : **SUB0036 KMAC – [Yourname]** to iputri@prosperglobal.org before **22 October 2026**. Only shortlisted candidates will be contacted.