ROB JONES

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ConnectRobJones

KEY SKILLS

- Clear, diplomatic and persuasive communication with stakeholders of all levels.
- Culturally sensitive with experience of working in remote, multinational teams.
- Quick to learn and teach new methodologies, as well as provide first-level technical support.
- Strong data analysis acumen with Power BI.

EDUCATION

MA DEVELOPMENT AND EMERGENCY PRACTICE

DISTINCTION
OXFORD BROOKES UNIVERSITY
SEPT 2017 - DEC 2018

- Sub-specialisation: Conflict and Humanitarian Action
- Modules including Refugees, Forced Migration and Protection; Programming & Partnerships; Research Methods & Design.
- Dissertation: Mixed methods examining the value assigned to local knowledge of national NGO staff in conflict settings in relation to localisation and organisational development.

BA INTERNATIONAL BUSINESS AND FRENCH

UPPER SECOND CLASS (JOINT HONS)
UNIVERSITY OF LIVERPOOL
SEPT 2007 - JULY 2011

- Modules included corporate communications, corporate social responsibility, and international development.
- Erasmus year abroad as a teaching assistant in Guadeloupe, French West Indies.
- French language dissertation evaluated the effectiveness of the 2010 Haitian earthquake response.

PROFILE

An experienced and tech-savvy professional focused on knowledge management and organsational learning, switching sectors from humanitarian aid and international development. Transferable skills include UX Research and Human-Centered Design, continuous process improvement and project management with strong capabilities in qualitative and quantitative data collection, analytics and visualisation.

EXPERIENCE

KNOWLEDGE MANAGEMENT AND LEARNING SYSTEMS ADVISOR

SAVE THE CHILDREN INTERNATIONAL (LONDON, UK)
AUGUST 2022 - JUNE 2025

- Global role serving 25,000 staff worldwide, managing 18,000 knowledge artifacts spanning assessments, evaluations, research and grey literature, including management of systems tracking pipeline from inception to dissemination and uptake.
- Product owner an upgrade to Save the Children's global thematic knowledge repository (childrights.info). I managed an annual budget of $100k and a team of contracted developers through complex and rapid sprints for initial design, development and launch, as well as continuous improvement and change management.
- Co-authored an AWS Imagine Grant proposal, winning $100k unrestricted funding to develop a pilot generative AI solution to query decades of child rights research.

KNOWLEDGE MANAGEMENT AND LEARNING OFFICER

SAVE THE CHILDREN INTERNATIONAL (LONDON, UK)
MARCH 2020 - AUGUST 2022

- Rapidly implemented and maintained global data collection (Customer Voice), automated flow (Power Automate) and complex database (MS SQL) to capture and display (PowerBI) global lessons learned and challenges relating to COVID-19 programming adaptations.
- Built and maintained a high-level programme reporting dashboard (Power BI, SQL queries & DAX measures) for a global project quality KPI, liaising with country and regional programme staff from over 50 countries to ensure data completeness and quality. Presented to C-Suite.
- Administered a mid-level professional development child protection course for 45 staff across 27 countries, and worked with SMEs to build content and develop an interactive three-module eLearning course for the Safe Schools programming modality (Articulate Storyline 360).

KNOWLEDGE AND LEARNING OFFICER

PRACTICAL ACTION (RUGBY, UK)
JANUARY 2019 - MARCH 2020

- Liaised with thematic experts to define and map knowledge gaps, champion evidence generation for these, as well as dissemination and uptake of finalised products to inform strategic and operational decision making.
- Monitored of a portfolio of 12 diverse funded learning agendas across themes of Energy, Urban Water and Sanitation, Climate and Resilience, and Agriculture with a spend of £80,000.
- Provided guidance to in-country technical colleagues in defining requirements for e-learning modules on topics of global importance (e.g. DEI in programming), as well as liaison with L&D colleagues for roll-out and performance/compliance monitoring.
- Coordinated the global Energy Access community of practice, including revitalisation of its SharePoint, Yammer community and public-facing website presence.

CERTIFICATIONS

MEAL D PRO
APMG International, April 2022

PROJECT MANAGEMENT PRO LEVEL 1
APMG International, 2019

HUMAN CENTRED DESIGN: TRAIN THE TRAINER
SCI / Accenture, 2021

BUILDING A BETTER RESPONSE
Harvard Humanitarian Initiative, 2016

SOFTWARE

LEARNING MANAGEMENT & INSTRUCTIONAL DESIGN
Moodle/Totara, Blackboard, Articulate360 suite (Rise, Storyline360), Interactive Whiteboards (Miro, Mural)

DATA VISUALISATION & ANALYSIS
Excel (Pivots, PowerQuery), Power BI (DAX, basic SQL), NVivo, SPSS

DESIGN & PUBLISHING
Adobe (Acrobat DC Pro, InDesign, Illustrator), Canva

MICROSOFT O365
Expert use of Teams, Viva Engage (Yammer), SharePoint, Excel, Access, PowerPoint, Word, Project, Visio

COMMUNICATIONS & WEB
SurveyMonkey, Mailchimp, Cisco WebEx, Blackboard Collaborate, HTML and basic CSS

LANGUAGES

English (C2) ●●●●●●
French (C1) ●●●●●○
Spanish (B1) ●●●○○○
Malagasy (A2) ●●○○○○
Nepali (A1) ●○○○○○

REFERENCES

Available on request

COMMUNICATIONS AND OPERATIONS OFFICER
SEED MADAGASCAR (TOLAGNARO, MADAGASCAR)
AUGUST 2016 - JUNE 2017

- Supported operations for projects and programmes including those related to Sexual and Reproductive Health and Rights education and WASH programmes targeting school sanitation facility improvement and social behaviour change for the reduction of open defecation.
- Organised and contributed to bi-weekly staff knowledge sharing sessions, and advocated open sharing and productive discussion.
- Liaised with the Managing Director, trustees and external partners including KPMG consultants in order to realise a complex internal audit process.
- Developed and updated HR systems and policies, and delivered capability building sessions to national and international staff on the same.

ENGAGEMENT COORDINATOR & RESPONSE TEAM LEADER
ALL HANDS VOLUNTEERS (SINDHUPALCHOK, NEPAL)
SEPTEMBER 2015 - MARCH 2016

- Managed volunteer journey and fundraising for over 400 volunteers from point of acceptance until project departure, including ad hoc logistics and pre-departure support from base.
- Improved the reporting function for the individual giving awards management system, enabling visualisation of metrics such as new raise, conversion rates and acquisition rates.
- Led weekly inductions with groups of up to 30 to give an overview of the base, organisation, impact to date and project systems.
- Worked on a base-wide feedback and Q&A mechanism for communication between project staff and volunteers to better share knowledge relating to project logic, decisions and achievements.

CRISIS COMMUNICATIONS TEAM LEADER
BOSCH SAFETY AND SECURITY SYSTEMS (LIVERPOOL, UK)
MARCH 2015 - SEPTEMBER 2015

- Led the UK-based crisis communications team on behalf of German airline Lufthansa for the 4U9525 air disaster in March 2015.
- Supported my team (30 associates across five nationalities) to organise family member travel logistics, repatriation of remains, return of personal effects and payment of almost EUR 4M in preliminary compensation.
- Convened international telephone conference calls daily with Lufthansa HQ in Frankfurt, special assistant teams at the cash site, forensic specialists and government agencies globally.
- Ensured the case management system was fit for purpose, liaising with systems focal point in Austrian Airlines to make adjustments where needed.

VOLUNTARY ENGAGEMENTS

KNOWLEDGE MANAGEMENT STEERING GROUP MEMBER
BOND UK (NATIONAL, REMOTE)
2023 - 2025

- Co-lead of a national independent working group focussed on strengthening Knowledge Management and Organisational Learning within internationally-focused civil society within the UK. Regularly convening up to 20 experts in the field on a bi-monthly basis.