



Global Knowledge Initiative

Systems Change & Client Experience Manager

About GKI

Are you ready to join a team committed to addressing some of the world's most pressing development challenges? Are you eager to apply your experience in systems change to help organizations and projects address challenges in the social impact sector? Are you a self-starter who enjoys working with diverse stakeholders to undertake systems change work?

Application deadline: Rolling deadline

To apply: Fill out the application form linked at the bottom of this document.

Do you believe in collaboration and lead with a high degree of optimism, humility and service orientation? Are you comfortable in an agile, lean start-up context with high growth potential? If yes, you will be a good fit for our team at the Global Knowledge Initiative.

Our mission at GKI is to empower people to lead transformational change within themselves, their organizations and collectively in the systems around them to create a future where everyone can thrive. Named "one of the world's top 100 social innovators for the next century" by The Rockefeller Foundation, the Global Knowledge Initiative is a purpose-driven organization that specializes in systems change through the development of leadership, facilitation of collaborative design, delivery of insights, analysis and advice, and the mobilization of collective action networks.

We work to solve complex challenges at the forefront of the global development conversation, with diverse clients in government, philanthropy, civil society, academia and industry. GKI's current portfolio includes a diverse range of initiatives focused on food systems, disaster recovery, market systems, political and economic systems and environmental systems at the global and local level.

What we Offer

Because of the nature of our work, GKI offers a dynamic workplace where no two projects and no two days are the same. New hires will have the opportunity to contribute to organizational development across a diverse set of clients and projects and develop skills at the frontier of the global development sector. GKI believes in fostering a mission-driven, empowerment-based, collaborative team culture which supports professional growth, mutual accountability and learning. GKI offers a competitive salary, paid leave, and health benefits.

About this Position

GKI has a decade of experience applying systems thinking, systems mapping, and systems-focused strategies across a number of diverse USG-funded projects through our DC-based HQ and with partners in the Caribbean, Europe, Africa, and Asia. We have also



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accompanied organizations seeking to adopt systems practice in reshaping their strategies to deliver more impactful and lasting change.

We seek to ensure that our partners have the right tools and information to support strategic decision making, learning, collaboration, and to increase the impact of our projects. Our projects offer multiple opportunities for a systems change professional to engage and lead new and innovative approaches in a dynamic setting. For this position, GKI is seeking an individual who is passionate about conducting systems analyses and systems mapping approaches, developing and implementing systems change strategies, measuring the change that systems change interventions create and providing training and coaching to clients, partners, and individuals on these systems-focused approaches.

This role will require development of relationships with internal staff, external subject matter experts, funders, clients, partner teams, and a network of organizational consultants. The Systems Change role will provide technical leadership and capacity development support to a range of actors. The Systems Change & Client Experience Manager will play a key role in: providing ongoing and direct technical assistance; developing tools and guidance; contributing to business development, thought leadership in the development sector, and to the overall culture of the team. The position holder will be expected to perform the following tasks:

Application of Systems Change Approach to Projects & Organizational Accompaniment

- Provide technical assistance to projects to apply systems thinking, systems sensing, systems mapping, causal loop diagramming, USAID's 5Rs methodology, modeling and analysis and systems-MERL methods.
- Conduct strategic planning using data gathered from systems approaches.
- Co-create systems maps with local system actors to facilitate shared understanding, analyze incentive structures, and inform strategy.
- Train and coach external clients, partners, and GKI employees, on systems sensing, systems mapping, and systems-MERL methods.
- Design fit-for-purpose systems sensing toolkits and systems MEL solutions for networks, organizations and individuals.
- Design and implement systems-informed strategies for networks, organizations, and individuals to facilitate strategic and programmatic decision making using a systems lens.
- Employ systems mapping tools to help clients and partners visualize the systems they are working within and facilitate shared learning.
- Lead qualitative data collection, including the use of key informant interviews, focus groups, and interactive tools to generate systems analyses.



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- Stay up to date on the spectrum of systems methodologies and actively seek ways to improve GKI's methodology.
- Engage other experts in the field on systems sensing and mapping approaches.
- Support the design and delivery of creative, aesthetically, and linguistically compelling presentations, workshops, toolkits, and/or training modules for high-level decision makers from policymakers to university researchers.

Project Management

- Lead a diverse portfolio of projects, preferred experience working on USAID-funded projects.
- Plan and supervise project activities to ensure timely production of high-quality deliverables.
- Support the process of defining overarching research methodology (set research questions, monitor progress, modify approach as needed).
- Manage the project budget, invoicing, and financial reporting.
- Supervise and mentor project staff.
- Manage and facilitate a portfolio of client relationships.
- Work with the executive team to develop goals and strategic plans for the organization, including business development and resource mobilization strategies.

Business Development

- Play an active role in expanding GKI's portfolio by identifying potential partners and funders, and engaging in relationship cultivation efforts globally, particularly with bilateral and multilateral aid agencies and foundations.
- Support the scouting and proposal development process, including management of proposals, creation of technical inputs, and formation of cost inputs.
- Serve as the public face of GKI at conferences and events.
- Support GKI with thought leadership by writing blog posts, presenting at conferences/events, etc.

Minimum Requirements

- 8-12 years' experience in systems sensing methods, including systems mapping and systems-informed strategy, preferably in an international development context
- Experience in co-creating systems maps with clients, partners, and individuals to inform decision making, strategy, and work planning.
- Fluency of Systems visualization platforms and Survey tools (Kumu, Survey Gizmo, SumApp, etc.)
- Prior experience with international development projects funded by US Government or other bi/multi-laterals, including strong conceptual knowledge and practical experience applying systems sensing and analyses.



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- Ability to prioritize tasks in a fast-paced and changing environment.
- Demonstrated skill and experience in facilitating groups, meetings, and events (both online and in-person), resulting in collaborative decision-making, agreed upon action items/priorities, and strong outcomes.
- Strong oral and written communication skills, excellent interpersonal, analytical, and training skills.
- Demonstrated success in facilitating and advising clients to inform programmatic strategy.
- Ability to design, manage, advise and support on a variety of projects that meet USAID needs across geographies.
- Oral and written fluency in English.

Preferred Knowledge, Skills and Abilities

- Passionate about ensuring that the work is driven by communities and can articulate the problems they face and the solutions they feel are relevant to address these problems.
- Deals well with complexity and ambiguity and sees patterns not problems.
- Drawn to thinking systemically, sees interconnections between multiple organizations and the dynamics that connect them.
- Good listener who is able to elicit insights from others.
- Strong technical skills in virtual collaboration and facilitation platforms (Zoom, Mural, etc..).
- Solutions oriented and bring a problem-solving approach, design solutions, deliver and supervise projects.
- Expertise in working with a variety of stakeholders including local community members, local and national government personnel, private sector, NGO partners, international donor agencies and other stakeholders.
- Strong communication skills, able to interface effectively with both technical and non-technical audiences.
- Advanced Microsoft Office and Google Suite skills, especially Excel/Sheets.
- Applied systems practice work in an international development context, ideally with some experience of working cross-culturally in different countries using system change approaches.

Education: A Bachelor's Degree in International Development, International Affairs, Systems Engineering, or related fields.

Working Environment: Currently work is performed remotely. The main office is located in Washington DC.

Supervisory Responsibilities: This position does not currently have supervisory responsibilities.



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Travel: Domestic and international travel may be required and may include travel to fragile and/or conflict-prone zones when pandemic conditions allow (15-20%).

Equal Employment Opportunity

GKI is an equal opportunity employer. We do not tolerate discrimination on any basis. We actively seek out diverse backgrounds, perspectives, and skills to strengthen our organization. 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.

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