Aga Khan Foundation USA

Central Asia Project and Co-Creation Manager, Local Impact

LOCATION: BISHKEK, KYRGYZ REPUBLIC; OR DUSHANBE, TAJIKISTAN
REPORTS TO: GLOBAL LEAD, LOCAL IMPACT & STRATEGIC PARTNERSHIPS

ABOUT AGA KHAN FOUNDATION (AKF) USA
Established in 1981, AKF USA is a private, non-denominational, non-profit international development organization committed to breaking the cycle of poverty across Africa and Asia. As a member of the Aga Khan Development Network (www.akdn.org), one of the world’s largest development organizations, AKF works to empower communities and individuals, often in disadvantaged circumstances, to improve their quality of life, especially in Africa and Asia.

POSITION SUMMARY
AKF USA is seeking to hire a Central Asia Project and Co-Creation Manager for the AKF and USAID jointly-funded Local Impact Leader with Associate (LWA) award. With an eye toward conflict prevention and resolution, Local Impact will target marginalized and vulnerable communities to: (1) Catalyze inclusive economic growth and ensure basic livelihoods; (2) Enhance infrastructure and access to basic services with a focus on clean energy; (3) Enhance the capacity of citizens and local institutions; and (4) Promote pluralism and social cohesion.

The Central Asia Project and Co-Creation Manager will support a team of designers and co-creators in each country office focused on turning human insights into tangible products, services, and experiences and will support those designs towards funding and implementation. You will also build the capacity of local teams in leading and facilitating design processes. As part of an interdisciplinary team, you’ll tackle complex, human-centered and socially impactful challenges alongside other development practitioners from different backgrounds. You will also lead and support project implementation and compliance. You will be based in Bishkek or Dushanbe ideally. However, these
challenges will span Kyrgyzstan, Afghanistan, and Tajikistan and you will need to travel often.

**PRIMARY DUTIES AND RESPONSIBILITIES**

**Co-Creation Design and Project Management**

- **Project Scoping.** Identify opportunities and write design proposals in close collaboration with local teams and Local Impact focal points based on AKDN and USAID priorities.
- **Design Planning.** Support country and agency offices in planning design processes, methods, and tools to use. Create learning plans, identify the right questions to ask, and collaborate with other designers to find creative ways to answer them.
- **Design Facilitation and Consulting.** Support the projects and teams in conducting design processes and workshops. Prepare and facilitate workshops to move the design work forward.
- **Design Research.** Employ a variety of traditional and non-traditional research methods, including creating research plans, conducting interviews and focus groups, shadowing participants, participatory observations, expert interviews, and even putting yourself in the shoes of the people you’re designing for.
- **Synthesis.** Bring together learnings from design processes by leading the discussion of data collected in the field (a process we call ‘synthesis’). This will include debriefing and discussing user feedback with your teams—collaborating to turn research into potential directions for design.
- **Prototype.** Build prototypes and test solutions with target audiences to collect feedback and iterate on solutions.
- **Capacity Development.** Conduct workshops and learning experiences to build design capacity of local teams and stakeholders.
- **Document.** Creating design playbooks, resources, and other assets.
- **Present.** Clearly communicate complex concepts to a variety of audiences to include, but not limited to, internal AKDN stakeholders, USAID staff, and more.
- **Strategy.** Create an overall strategy, framework, and plan for working with these design projects.
- **Identify Opportunities.** Review proposals submitted by local teams regarding design challenges based on internal priorities and USAID mission.
- **Build Resources.** This may include customizing tools and building other materials that teams can use for their own projects.
- **Writing.** Contribute to other project documents such as reports, communications materials, and presentations.
- **Relationships.** Engage with key project partners and donors to ensure they are bought-in and contributing to the project.
- **Other duties as assigned.**
THE FIT

- **Leadership.** A natural collaborator and a proven leader, you’re at ease with multidisciplinary teams and can set strategic direction for development interventions.
- **Designer at Heart.** You believe that great design creates impact, both in its ability to deliver needed solutions and delight through unexpected details.
- **Solutions-Oriented.** Solution-focused and medium-agnostic, you are willing to step out of your core skill set or discipline to find the correct solution to a challenge.
- **Systems Thinking.** You are a systems thinker who can logically visualize complex systems.
- **Translator.** You are skilled at turning human insights into concrete design concepts.
- **Interdisciplinary.** You are knowledgeable about how to support other disciplines in their work and champion their success.
- **Visual.** You are able to articulate the value of human-centered design through verbal and visual presentation.
- **Experimenter.** You are comfortable with trial and error, and have experience prototyping and experimenting at different levels of fidelity.
- **Curiosity.** You have insatiable curiosity and a passion for experimentation.
- **Flexibility.** From informal settlements in a rural village to the national Ministry of Health, you’re able to thrive in diverse work cultures. You are adept at switching seamlessly between self-directed independent work and highly collaborative teamwork.
- **Passion.** You’re excited about rooting great design in human needs, motivations, and behaviors.
- **Inspire.** You contribute fully to Accelerate Impact’s innovation culture.

QUALIFICATIONS AND EXPERIENCE

- **Design.** A background in one or more traditional design disciplines (interaction, visual communications, or service design preferred), with 3-5 years of work experience, ideally with some innovation consulting experience.
- **English.** Spoken and written fluency in English is essential, and knowledge of Russian, Tajik, or Dari is an asset.
- **Human-Centered Design (HCD).** Fluency in the HCD process, from qualitative research and synthesis to ideation, prototyping, and implementation.
- **Portfolio.** A credible portfolio with examples of products, services, and systems that you helped create and that are driving impact in the world.
• **Design Across Scales.** Experience in designing product, experience, service, and UI are a plus.

• **Managing.** Experience in managing and leading interdisciplinary teams.

• **Training.** Experience training and building capacity of non-designers.

• **Prototyping.** Experience creating quick and dirty prototypes as well as more refined deliverables. You have experience prototyping in various resolutions to create experiences that lead users to provide valuable feedback about your solutions.

• **Social Development.** Experience or demonstrated interest in tackling poverty-related challenges.

• **Emotional Intelligence (EQ).** Cultural sensitivity, and an ability to connect easily with new people.

• **Planning.** You have demonstrated experience planning and leading research activities, such as interviews, group sessions, and observations.

• **Perspective.** You add a unique perspective to your research and to our teams, such as writing and storytelling, strategic thinking, or service design.

• **Nationality.** Doesn’t matter.

TO BE CONSIDERED, PLEASE SEND RESUME AND COVER LETTER TO HUMANRESOURCES.AKFUSA@AKDN.ORG. RESUMES WILL BE CONSIDERED ON A ROLLING BASIS THROUGH MARCH 20, 2020.