



JOB DESCRIPTION PROJECT PRODUCT DEVELOPMENT OFFICER (PACT PROJECT) – SKILLSHARE CONSORTIUM

Organization	Skillshare Lesotho
Job Title	Project Product Development Officer – (PACT) Skillshare Consortium
Grade	L2 Point 4
Level of Effort	90% to the Pact Supported Project
Location(s)	Maseru (Lesotho)
Contract	13 Months
Reports to	Project Manager
Terms	Fixed Term Contract (13 months) Commences 1 July 2017 and ends 31 June 2018
Supervisory Responsibility	8 SMS Counsellors

Job Purpose

To set up and manage the Skillshare 'My Advice Centre' and Social Media Platforms for the SKL Led Consortium Pact Project (Stepping up universal access: A multi Sectoral partnership to HIV prevention at the community level), that focuses on upscaling AGYW Prevention interventions and access to health services across the four districts in Lesotho being Mafeteng, Mochales' Hoek, Qacha's Nek and Quthing.

Main Duties and Responsibilities:

- To set up and maintain user friendly Skillshare My Advice SMS Line, trends and social media pages; this includes setting up servers and systems that will kick-start the operation of the line nationally

- Set-up My Advice SMS Line Trends page that will enable SKL and other stakeholders to use the data derived from text –messages received, compiles and provides information about the nature of crisis among young people in Lesotho.
- Build a system that is able to collect anonymous data about the individuals, and provides comprehensive and unprecedented datasets to researchers, journalists and others interested in learning about patterns in health related issues.
- Build an analysis software that is able to determine the severity of the issues, have a chat box that pops up in the screen for a volunteer to select and begin chatting with the users and referral services
- Set-up an in-build algorithm system within the SMS hotline to recognise text patterns and the severity of a crisis/text. This system should be able to recognise the speech patterns, word pairings and slang terms that even humans might miss; to ensuring that people who are most dire need are supported quickest.
- Conduct continuous Testing and modifying of the My Advice SMS Line system to ensure that it operates reliably at all times.
- Sift, Organise and analyse data collected and generated by both the My Advice SMS Line and the Social Media pages for feedback into the project key performance indicators
- To provide continuous support and supervision to all SMS Line volunteers in the executions of their roles throughout the project, promoting and encouraging appropriate behaviour and ensuring project management and accountability standards and procedures are met and understood.
- To undertake any other duties as may be required from time to time which are commensurate with the grading of the post/ SKL Consortium Project Product Development Officer.

Academic Qualifications

- A bachelor's degree in computer science or software development, MIS or any relevant field.
- At least 3 years proven experience developing hotlines bases software and operating them.

Expertise and Skills

- Strong problem solving, organizational and time management skills
- Strong Self-development skills to keep up to date with the fast changing technology trends
- Accuracy and attention to details
- Strong experience in coding, debugging and data analytical skills
- Ability to work with large amounts of information and see the bigger picture

- Strong critical thinking skills – ability to look at numbers, trends and data and come to new conclusions based on the findings
- Strong understanding of web standards, content management, web-page layout, information architecture, user interaction and usability.
- Ability to work effectively both independently and in a team environment, with highly collaborative cross-functional teams

HOW TO APPLY:

Please submit a current CV, along with a cover letter that addresses how you meet the necessary qualifications and outlines why you want to work for Skillshare Lesotho, to info@skillshare.org.ls and copy maboitelojobo@yahoo.co.uk and john.t@skillshare.org.ls.

Please include "**Project Product Development Officer**" in the subject line of the email.
For hand delivered applications

Address the Applications to the;

**Executive Director
Skillshare Lesotho
PO.BOX 269 Maseru
42b Old Europa
UN Road, Opposite Maseru Golf Club**

Deadline for applications: 16th June 2017 at 4:00PM.

NO CALLS PLEASE.