

Global Alliance for Improved Nutrition

Job title:	Technical Specialist, Human Centered Design (Adolescent Nutrition)
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Classification:	D4	Direct reports:	0
Work location	Indonesia	Travel required:	Frequent (depending on the situation and condition due to COVID19)

The Global Alliance for Improved Nutrition (GAIN) is a Swiss-based foundation launched at the UN in 2002 to tackle the human suffering caused by malnutrition. Working with both governments and businesses, we aim to transform food systems so that they deliver more nutritious food for all people. In particular, we aim to make healthier food choices more desirable, more available, and more affordable. GAIN's mission is to advance nutrition outcomes by improving consumption of nutritious and safe food for all people, especially the most vulnerable to malnutrition.

DESCRIPTION
<p>Overall purpose</p> <p>Indonesia has a high burden of malnutrition in children and women and improving the micronutrient status of the Indonesia population is a cornerstone of national socio-economic development. GAIN Indonesia has been operational in the country since 2012. GAIN Indonesia works closely with the Ministry of Health and stakeholders in government, academia, private sector and civil society, some of whom are grant recipients.</p> <p>The Adolescent Nutrition Program in Indonesia will implement a 3-year project "Food Investigator Game" from February 2021. The goal of the project is to shift adolescents' snacking choices towards healthier food options. Targeting 10-19 years old adolescent boys and girls in Greater Jakarta and Jember, the project has 3 pillars: 1) Policies and enabling environment; 2) Youth engagement to drive demand of healthier snacks and 3) Retail response.</p> <p>Under the youth engagement pillar, GAIN will co-create the Food Investigator app with game developers and adolescents themselves using participatory and human-centered design methodology. The game will allow adolescents to geotag locations selling healthier options and assign points. An "improved-snacking" multi-media campaign will generate awareness about the need to improve snacking. The data collected by the app, along with the campaign, will motivate adolescents to advocate for healthier snack options, aiming to influence local decision makers. GAIN will support youth advocacy activities.</p> <p>Following the human centered design approach, the Technical Specialist will help define the roadmap and specific activities for the app and campaign development. S/he will guide the iterative design process from discovering the needs of our target audience and users, ideating, and prototyping creative ideas, to testing and refining of the final solutions. S/he will ensure that the various steps are conducted as planned, adhering to deadlines and budget.</p> <p>The Technical Specialist will coordinate and work closely with the project team at GAIN, serving as liason with the game developer and creative agency. The position will report to the Country Director with close coordination on project implementation with the Adolescent Nutrition Program Manager in GAIN Indonesia.</p>

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Tasks and responsibilities

- Define the roadmap for app and campaign development to be aligned with the human-centered design approach
- Lead the recruitment process of agency/consultant who will engage directly with target audience in the inspiration, ideation, and implementation process of HCD.
- In collaboration with GAIN and partners, draft the project protocol and support process for receiving ethical clearance.
- Ensure adequate coordination and communication among GAIN, app developers and creative agency.
- Work closely with agency/consultant who will engage directly with target audience in HCD process to ensure high-quality deliverables.
- Work with technical consultant(s), game developer and creative agency to ensure that prototypes and final solutions adequately reflect the learnings and discussions with the target audience.
- Ensure the implementation phase of mobile-game and multi-media campaign to be aligned with the timeline and program deliverables.
- Carry out any other tasks assigned by the Country and Technical Director.

Key organisational relationships

- Reports to the Country Director, Indonesia
- Coordinate with Program Manager, Adolescent Nutrition and Technical Director of GAIN Indonesia and work closely with appointed consultants and executing agencies.
- Knowledge Leadership team and Program Service team
- Works across GAIN worldwide to ensure open communication channels, coordinate requests and meetings.

JOB REQUIREMENTS

Competencies

- Proactive with a commitment to quality and accuracy with close attention to detail.
- Strong interpersonal, organizational, communication skills.
- Effective oral and written communication skills in an environment requiring diplomacy, negotiation and good judgment in managing interactions with individuals at all levels inside and outside an organization.
- Able to prioritize, multi-task, and work well under pressure with frequent deadlines.
- Reliable and enjoys working in a multi-cultural, cross functional team with flexible and adaptable approach to work.
- Ability to apply initiative
- Ability to work collaboratively and without close supervision.
- Proven experience in software development.
- Experience with social media and online content management desirable.
- Good working knowledge of project estimation techniques and knowledge sharing.
- Flexible and adaptable approach to work.

Experience

- Demonstrable experience in creative and digital communications using the Human Centered Design approach.
- Experience conducting research using human-centered design approach desirable.
- Demonstrate success in working with multi-disciplinary implementing partners in time-bound programs.

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- Understanding of technology/social media monitoring, optimizing, and measuring including working knowledge of web analytics methods and software.
- Experience on using the human-centered design methodology for application, multi-media with health, food or nutrition programs is highly desirable

Education

- Bachelor's degree preferably in communication, social discipline, or relevant work experiences on creative and digital communications.

Other requirements

- Fluent written and verbal English and Bahasa Indonesia with ability to correct translations between both languages.
- Ability to travel frequently (depending on the situation and conditions due to COVID-19)

WHAT GAIN OFFERS

- Flexible working hours
- Friendly working environment
- Professional development opportunities