

Job Title: Manager – Knowledge Management Expert			
Interested candidates may reach out to: hr_psl@piramalswasthya.org			
Location:	New Delhi	Band/Grade:	2A/2B
Department:	Piramal School of Leadership	Last updated on:	03/04/26
Degree of Travel required to:	Low to Medium travel to various intervention districts/states		
Purpose of Job	<p>About the Project</p> <p>This project, implemented by PSMRI in partnership with the STOP TB Partnership and supported through the U.S. Department of State, aims to strengthen tuberculosis (TB) detection and linkage to treatment among underserved tribal populations across India. Phase 1 of the initiative will screen approximately 2 million people across 24 districts in 8 high-burden states using 150 mobile screening teams equipped with AI-enabled portable digital X-ray and molecular diagnostic tools. The project will deploy a large field workforce supported by strong monitoring and program management structures to ensure quality, speed, and accountability. The following role contributes to this effort by supporting community screening, diagnostics, coordination, monitoring, and linkage to TB treatment under the National TB Elimination Programme (NTEP).</p> <p>About the Role</p> <p>The Knowledge Management Expert will lead the systematic capture, synthesis, and dissemination of program learnings, evidence, and best practices at the national level. The role will ensure that insights from implementation especially from tribal and hard-to-reach geographies are translated into actionable knowledge that informs program strategy, strengthens implementation quality, and supports scale-up under the National TB Elimination Programme (NTEP).</p> <p>The role will act as a bridge between data, implementation, and decision-making by converting program experiences and evidence into structured knowledge products for stakeholders across national, state, and district levels.</p> <p>The role is expected to work towards,</p> <ol style="list-style-type: none"> 1. Develop and operationalize a knowledge management (KM) framework aligned with project goals and NTEP priorities 2. Establish systems and processes for systematic documentation, storage, and retrieval of program knowledge 3. Define standards, templates, and protocols for capturing learnings across states and districts 4. Ensure integration of KM processes within program implementation cycles and review mechanisms 5. Lead documentation of best practices, innovations, and implementation models emerging from the project 		

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| | <ol style="list-style-type: none">6. Capture field-level insights, especially from tribal and underserved geographies, including contextual challenges and solutions7. Develop case studies, success stories, process documentation, and implementation briefs8. Ensure documentation reflects ground realities, operational nuances, and replicable approaches9. Work with M&E and surveillance teams to synthesize data into meaningful insights and program narratives10. Identify trends, gaps, and lessons from implementation to inform program improvements11. Generate periodic knowledge briefs highlighting key learnings, innovations, and outcomes12. Support the translation of evidence into actionable recommendations for program teams and leadership13. Develop and implement mechanisms for effective dissemination of knowledge products to stakeholders (CTD, STCs, ICMR, partners)14. Facilitate cross-learning across states and districts through structured platforms (workshops, review meetings, learning forums)15. Ensure that knowledge products are accessible, relevant, and tailored to different stakeholder needs16. Promote uptake of learnings into program design, policy discussions, and implementation strategies17. Ensure focused documentation of culturally appropriate approaches and community engagement models from tribal areas18. Capture indigenous practices, local innovations, and community-driven solutions relevant to TB care and prevention19. Highlight barriers, enablers, and adaptive strategies specific to tribal and hard-to-reach populations20. Support contextualization of learnings for replication in similar geographies21. Work closely with program, design & communications, and field teams to ensure accurate and comprehensive documentation22. Coordinate with government stakeholders and partners to align KM efforts with national priorities23. Support preparation of knowledge inputs for national forums, technical working groups, and review meetings24. Ensure high quality, accuracy, and consistency of all knowledge products25. Establish review and validation processes for documentation and knowledge outputs26. Maintain ethical standards, including appropriate representation of communities and data confidentiality27. Introduce innovative approaches and tools for knowledge capture and sharing28. Promote a culture of continuous learning and reflection within program teams29. Identify scalable and sustainable knowledge models that can be institutionalized within NTEP |
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	Any other specific task assigned by the organisation, as required.	
Key stakeholders	External	Internal
	<ul style="list-style-type: none"> Ministry of Health and Family Welfare Ministry of Tribal Affairs Stop TB Partnership Dept of State, US Gov Related organizations as and when required 	Central and State operations teams, Other programs departments
Reporting structure	Role directly reports to	
	Project Lead	
Essential Qualifications	Postgraduate degree in Public Health, Health Management, Development Studies, Epidemiology, Social Sciences, or a related field. Additional certification/training in Knowledge Management, Documentation, or Research will be an advantage.	
Essential Experience and Skills	<ul style="list-style-type: none"> Minimum 4–8 years of experience in knowledge management, documentation, research, or program learning within public health or development sector programs. Demonstrated experience of working with or providing technical support to national/state government programs (preferably NHM/NTEP or similar large-scale public health programs). Proven experience in developing case studies, best practice documentation, policy briefs, and knowledge products from large-scale field programs. Strong ability to synthesize program data, research findings, and field insights into actionable recommendations and structured knowledge outputs. Prior experience working in or documenting programs in tribal, remote, or underserved geographies, with an understanding of socio-cultural dynamics and contextual adaptation. Experience in engaging with multiple stakeholders including government agencies, research institutions, donors, and implementation partners at national and state levels. Demonstrated ability to design and facilitate learning forums, workshops, and cross-learning platforms for diverse stakeholders. Excellent writing, editing, and storytelling skills with the ability to produce clear, concise, and high-quality technical and non-technical content. Familiarity with knowledge management systems, digital documentation tools, and basic data visualization platforms (e.g., dashboards, presentation tools). Strong analytical skills with the ability to identify trends, derive insights, and link learning to program improvement and policy relevance. 	

	<ul style="list-style-type: none"> • Fluency in English and Hindi (reading, writing, and speaking) is essential; knowledge of additional Indian languages is an advantage
Additional preference (Desirable)	<ul style="list-style-type: none"> • Experience in TB, infectious diseases, or community health programs • Exposure to implementation research, operational research, or learning agendas • Multilingual abilities, especially exposure to regional/tribal languages • Proven experience in working with tribal communities or in rural/underserved areas. • Experience working with multi-stakeholder groups, including government agencies, NGOs, and local community leaders.
Values	
Knowledge	<p>Expertise – we strive for a deeper understanding of our domain</p> <p>Innovation – we aspire to do things creatively</p>
Action	<p>Entrepreneurship – we are empowered to act decisively and create value</p> <p>Integrity – we are consistent in our thoughts, speech and action</p>
Care	<p>Trusteeship – we protect the interests of our customers, community, employees, partners and shareholders</p> <p>Humility – we aspire to be the best, yet strive to be humble</p>