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|------------------------------|------|
| Job Title: Knowledge Manager |      |
| Job Evaluation Number        | C211 |

## JOB DESCRIPTION

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| <b>Job Title:</b> Knowledge Manager                            | <b>Location:</b> Kidlington or Southampton  |
| <b>Job Family:</b> ICT   | <b>Role Profile Title:</b> BB4 Police Staff |
| <b>Reports To:</b> Strategy Lead                               | <b>Band level:</b> 4U                       |
| <b>Staff Responsibilities (direct line management of):</b> Nil |   |

a. **OVERALL PURPOSE OF THE ROLE:** Defines the role, put simply, why it exists.

**The overall purpose of the role is to:** take day-to-day ownership for ICT Knowledge management and will be responsible for authoring technical content as well as establishing formal processes and assurances to capture, organise and interrogate organisational Knowledge, including both Technical artefacts but also the associated context.

b. **KEY ACCOUNTABILITY AREAS:** Define the important aspect of the role for which the job holder is responsible for results or outcomes.

**The knowledge or skills required in the role are as follows (essential or desirable):**

1. Strategic and operational responsibility for the development and implementation of the knowledge strategy in line with Enterprise Architecture and ICT strategy.
2. Create, implement and manage a knowledge management system that provides an efficient mechanism to distribute and communicate information to teams of individuals, removing duplication or inaccurate information. Structure and organise technical repository & artefacts.
3. Evaluate the effectiveness of the new knowledge management system and process - evaluate impact in terms of the organisational benefits and develop through continuous improvement and feedback.
4. Interact with internal and external colleagues, acting as ambassador and mediator and ensure training and concepts and benefits to maximise adherence and adoption.
5. Support the architecture team and IT department in providing the context to the Architectural repositories and artefacts.
6. Utilise the knowledge base resources and design a training module for the staff to help them access the knowledge management tools.
7. Author and produce required documents, processes, artefacts, communications and content as required for different audiences and channels.
8. Provide thought leadership around Knowledge Management, continually review external market/trends and provide benchmarking data/insights to drive continual improvement.

c. **DIMENSIONS:** Include matters as key result areas that make the greatest demands on the role holder, seasonal pressures, items processed, the number of customers and/or level of authority to make financial decisions or commit other resources

**Further Comments:**

Analytical in approach showing clear plan and road map for which progress can be measured and work planned.

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Will comply with the ICT objectives set and all admin requirements; ensure team is well managed and supported through regular 1:1 / periodic review of PDR progress.

#### d. CHARACTERISTICS OF THE ROLE

**Expertise:** Concerned with the level of administrative, professional and/or technical expertise (knowledge and skills) needed to perform the role effectively; may be acquired through experience, specialised training, and/or professional or specialist education and training.

| <b><i>The knowledge or skills required in the role are as follows (essential or desirable):</i></b>  | <b><i>E/D</i></b> |
|--|-------------------|
| 1. Experienced communicator and knowledge manager, able to design and implement appropriate communications for different channels and audiences.   | E                 |
| 2. Understanding of data architecture, taxonomies and Meta data structures for complex environments.   | E                 |
| 3. Broad technical or architectural understanding (TOGAF/Zachman) with an ability to understand technical material and context.  | E                 |
| 4. Good technical understanding of IT systems, processes, procedures and standards.  | E                 |
| 5. Maintain a high degree of integrity and trust when dealing with sensitive and classified information.   | E                 |
| 6. Self-Starter, able to work without supervision to complete objectives and tasks by agreed deadlines. Detailed orientated and methodical in approach   | E                 |
| 7. Proven ability to work under pressure, prioritise and manage workload whilst remaining positive and motivated.  | E                 |
| 8. Good knowledge of MS Office and equivalent including Visio and Sharpoint.   | E                 |
| 9. Must have capability to travel to different locations across both Forces and undertake all assignments in a timely manner. Due to the requirement to work flexibly, unsocial hours and personal safety for lone working; public transport may not be available or suitable at these times. For this reason a full UK driving licence is considered essential. | E                 |
| 10. Appropriate professional qualifications and accreditations (MBA, MSc, ITIL, PRINCE2). Relevant degree in English (Lan/Lit) and Business/Information technology.  | D                 |
| <b><i>Additional comments:</i></b> * At interview, candidates will be asked to confirm their willingness to undertake this Basic Driving Assessment, which in turn will enable the use of a police authorised vehicle.   |                   |