

Position Description	
<b>Job Title:</b>	Knowledge Management Specialist
<b>Location:</b>	Head Office, Lower Hutt
<b>Reporting to:</b>	Enablement Manager
<b>Date:</b>	March 2021

Purpose			
<p>The Knowledge Management Specialist leads and manages the knowledge management and knowledge base architecture strategy across the business aligning to its vision. The role focuses on developing, auditing, and maintaining high quality content for SmartPayroll employees. This role drives the development of a successful and effective knowledge management approach and knowledge base, delivering, sharing, storing and managing knowledge systems and tools, including knowledge repositories and library resources. The role ensures that the knowledge management needs of the organisation are met in a timely, effective, and efficient manner.</p>			
Organisation Structure			
Support Services Manager			
Knowledge Management Specialist	Workforce Analyst	Reporting Analyst	Quality Assurance Specialist

Result Area	Activities	KPI's
Knowledge management	<ul style="list-style-type: none"> <li>Gather information and insights as well as facilitate experience sharing from employees to understand strengths and weaknesses of content accessibility, usability, and effectiveness for reuse to improve performance.</li> <li>Define the knowledge management strategy and objectives for our knowledge base development and maintain high quality, up-to-date, and searchable content for audiences of varying skill level.</li> <li>Create guidelines and standards across the various teams, workflows and integrated apps. Establish content templates and writing guidelines based on knowledge base best practices and share widely.</li> <li>Structure content in a specific structure that can easily be stored in an easily accessible digital format.</li> <li>Facilitate knowledge transfer sessions and provide internal training and consulting on KM concepts and methodologies as required.</li> </ul>	<ul style="list-style-type: none"> <li>Reduced customer, &amp; staff effort through accessibility</li> <li>Reduced error and escalation rates to target</li> <li>Single source of truth for knowledge</li> <li>Staff feedback</li> </ul>

	<ul style="list-style-type: none"> <li>• Provide on-going advice, guidance and training for staff on knowledge management requirements &amp; practices</li> </ul>	
Process & Systems Development	<ul style="list-style-type: none"> <li>• Ensure that all systems and processes that support Knowledge Management, work in an integrated way and are appropriately supported.</li> <li>• Promote knowledge capture and reuse through operational and business processes.</li> <li>• Administration of frameworks ensuring consistency and compliance to processes and guidelines.</li> <li>• Identify and initiate action for service improvement.</li> <li>• Project manage any system development work and lead change control efforts.</li> <li>• Maintain a collection of digital resources that contribute to knowledge objectives in the business.</li> <li>• Documentation of systems, processes and procedures as required.</li> </ul>	<ul style="list-style-type: none"> <li>• Regular process audits completed</li> <li>• Documentation completed and up to date</li> <li>• Plans developed and implemented</li> </ul>
Analysis and Insights reporting	<ul style="list-style-type: none"> <li>• Monitor and share data illustrating the organisation's progress in achieving its knowledge management objectives.</li> <li>• Contribute to the development and delivery of reporting that measures the organisation's ability to improve customer experience and overall efficiency.</li> <li>• Capture and communicate useful insights using sound knowledge management tools, processes, and methodologies, building referenceable case studies.</li> <li>• Use data to understand key gaps in information and the way in which it is structured and accessible, looping back into the learning cycle.</li> <li>• Use data to achieve deliverables to achieve business and customer satisfaction goals.</li> <li>• Provide actionable insights on the further development of knowledge management systems and practices to support the BAU knowledge management requirements of the business and support the development of the organisation into the future.</li> </ul>	<ul style="list-style-type: none"> <li>• Data and reports quality / accuracy</li> <li>• Regular reporting completed and communicated in a timely manner</li> </ul>
Communication and engagement	<ul style="list-style-type: none"> <li>• Influence other teams to improve the overall customer experience.</li> <li>• Work effectively across the organisation with stakeholders, service teams, trainers, content developers and subject matter experts to develop &amp; support new and existing products, features, and services.</li> <li>• Provide leadership for knowledge management to all employees.</li> <li>• Encourage employees to share knowledge, ensuring they are aware of the knowledge management resources available to them to support their work.</li> <li>• Contribute to briefing and training sessions for employees from time to time.</li> </ul>	<ul style="list-style-type: none"> <li>• Strong relationships developed and positive feedback received</li> <li>• Regular contact with marketing, Learning &amp; Development &amp; Operations staff</li> </ul>

	<ul style="list-style-type: none"> <li>Disseminate information in a way that is accessible, manageable and which supports the work of individuals in the organisation.</li> </ul>	
Other Duties	<ul style="list-style-type: none"> <li>Carry out other duties as requested</li> </ul>	<ul style="list-style-type: none"> <li>Shows willingness and initiative</li> </ul>

<b>Experience &amp; Qualifications</b>
<p>General understanding of knowledge management concepts and methodologies.</p> <p>Understanding of document control &amp; management processes.</p> <p>Understanding of contact centre methodologies and operational principles.</p> <p>Strong MS Word, Visio and Excel skills as these are the primary tools for reporting &amp; analytical work.</p> <p>Ability to express and present ideas for continual improvement of knowledge management.</p> <p>The ability to contribute ideas and suggestions for improving services to users.</p> <p>Strong analytical skills with the ability to analyse data and formulate actions based on data.</p> <p>High level of accuracy and attention to detail.</p> <p>Well-developed oral, written, and interpersonal skills.</p> <p>Business analysis experience an advantage.</p> <p>Some experience in working on a Service Desk or Contact Centre would be helpful.</p> <p>Knowledge of payroll software desirable.</p> <p>Experience with Content writing (any medium e.g blogs, articles, manuals etc), reporting and delivering intelligence actionable insights and or supporting project efforts, including the development of project documentation desirable.</p> <p>Knowledge of HTML + CSS, JavaScript, PHP, SQL, Node.js, JIRA, Photoshop &amp; or Captivate desirable.</p> <p>Experience and understanding of customer experience management desirable.</p> <p>Administrative knowledge of MS SharePoint desirable.</p> <p>Bachelor's degree desirable.</p>

<b>Key Competencies</b>
<p>Positive approach – can-do attitude. Energetic and motivating individual.</p> <p>Customer experience champion, always looking for ways to do better.</p> <p>Confidently negotiates and influences.</p> <p>Articulate, excellent communicator and natural collaborator and connector of ideas and people</p> <p>Results oriented – takes the time to find the win-win in every situation.</p> <p>Organiser and organised – efficient time management skills.</p> <p>Strong decision-making skills.</p> <p>Adaptability to change (as well as being a change agent) and ability to thrive in a constantly changing environment.</p> <p>Proactive – demonstrates strong initiative &amp; comfortable with high level of autonomy.</p> <p>Creative thinker.</p>