Job Description
Knowledge Manager

Responsible to:
This role reports to the Director for Delivery and Learning

Responsible for:
This role is responsible for information and knowledge management across Locality and its membership.

Purpose:
The purpose of this role is to oversee Locality’s Knowledge Management strategy and to support Locality in harnessing, developing, sharing and effectively using organisational data, learning and knowledge to improve organisation-wide activities, current practice and future developments. All Locality managers are expected to visibly demonstrate our values through being: ambitious, respectful and fearless across their work.

Job Description:

Main duties and responsibilities

1. Organisational Knowledge Management
   - To develop an organisation-wide knowledge management strategy including systems for capturing, organising and developing information, knowledge and stories from staff, members, partners and the people we work with.
   - To interrogate existing interconnected datasets and systems to identify and collate existing trends in the data we hold.
   - To create and implement effective organisational tools for evaluating, assessing and communicating the impact of our work and the difference we make.
   - Through training, coaching and support, to help Locality colleagues and members to embed best-practice approaches to information and knowledge management into all areas of their work.
   - To develop systems and processes which help Locality staff to easily access and use data, learning, knowledge (internal and external) and evidence of impact to improve existing practice and to inform decision making, policy development, planning, organisational wide activities and membership work.
   - To share good practice from staff, our membership and from elsewhere with colleagues and with members.

2. Working with teams across Locality
   - To collate, analyse and provide robust and detailed information/evidence to improve existing services and programmes, and to inform the design of new and innovative projects and services.
   - To contribute to the work of the delivery team by supporting and advising the team on how to develop and maintain an efficient CRM system (Salesforce), allowing colleagues to easily gather, manage and effectively use information to improve develop our organizational capacity and membership activities.
   - To be the first point of contact for Locality colleagues seeking support, advice, training, information, guidance around knowledge management, evaluation and impact assessment.
   - With colleagues, respond to tenders for contracts and funding bids as required.
3. Influencing, Policy and Working with Members

- To work very closely with the communications and policy team providing up to date tools, information, learning to inform our research, communication, influencing, campaigning and policy development work.
- To work closely with the membership team:
  - Pulling together information, case studies and learning from members who are actively pursuing support through our programmes and from other work informing future policy, membership, services and programme development activities
  - To identify ways to showcase the energy and innovation within our membership and encourage learning across the membership.
  - To provide learning and information to support peer learning and networking activities.

4. Contributing to the work of the senior team within the Delivery and Learning Department

- To work in a collegiate manner with colleagues in the Delivery and Learning department, sharing information and providing advice and support.
- To contribute to strategic review, planning, and development of the organisation as a whole.
- To provide timely reports and updates to inform Board and Committees and organisational strategic reviews, as requested by the Director of Delivery and Learning and the Chief Executive.
- To contribute to the work of the Delivery and Learning department and to team events.
- To represent the organisation at conferences and seminars, and in meetings and briefings with government and other partners and stakeholders.

5. General Staff Responsibilities

- To mainstream equality and diversity considerations into all areas of service delivery.
- To work in harmony with the organisation’s strategic aims and values; working with a combination of ambition, being respectful to others and fearless in approach.
- To promote and ensure compliance with the organisation’s policies.
- To attend and undertake regular supervisions and annual performance appraisals.
- To manage and undertake training / professional development as necessary.
- To promote the use of technology and be self-servicing.
- To work in the most resource efficient and effective manner.
- To act as an ambassador for the organisation.

6. Any other duties as may be required by the Director of Delivery and Learning
Person Specification

The following are essential:

Experience:
- Analytical with some experience in knowledge management and organisational learning.
- Experience in data capture and analysis, in evaluating and assessing organisational impact and in using learning and evidence from data to improve organisational capacity and practice, to inform policy development, business planning, service delivery and future developments.
- Evidence of being able to build effective and sustainable relationships internally and externally.

Skills:
- Ability to develop knowledge management systems and in building organisational learning.
- Expertise in deriving insight and using knowledge from data collected and analysed in decision making, planning, cross organisational and external activities.
- Ability to effectively use and develop CRM systems (in particular Salesforce CRM would be an advantage).
- Understanding of how to visualise / present data and learning for different uses and audiences.
- Ability to develop helpful relationships with potentially useful partners.
- Research skills, and evidence of an understanding of the policy agenda.
- Ability to develop prioritise and manage work effectively.
- Excellent communication skills (written and verbal).

Qualities:
- A commitment to knowledge management and organisational learning.
- Ability to communicate effectively, inspire and motivate people.
- A commitment to achieving social change.

Core Competencies:
- Flexible and able to respond to change.
- Solutions focused with a can do attitude.
- Ambitious, respectful and fearless.
- Good communicator.
- Effective team worker.
- Proficient in the use of modern business technologies.