

Post Title:	Knowledge & Service Portfolio Process Manager
Grade:	7

Job Description

2.1. Purpose

The Knowledge Manager ensures that the IT organisation is able to gather, analyse, store and share knowledge and information. The primary goals are to improve ITSM efficiency by reducing the need to rediscover knowledge and create a 'shift left' capability enabling a higher level of self-help and reduction in escalation between levels of support functions.

The Knowledge Manager's key areas of ownership are to ensure that a Service Knowledge Management System (SKMS) that can be used to facilitate the distribution of knowledge across the organisation by establishing data and information requirements for all services.

2.2. Main Duties and Responsibilities

1. Plans formal reviews of activities, processes, products or services. Evaluates and independently appraises the internal control of processes, based on investigative evidence and assessments undertaken by self or team.
2. Plans, organises and conducts formal independent audits of complex projects, major programs or functional areas. Evaluates, appraises and identifies non-compliances with organisational standards, and determines whether appropriate quality control has been applied.
3. Engages with technical design and Project Managers or Project Management Office, to ensure correct products are produced, in a timely fashion. Evaluates the quality of project outputs against agreed service acceptance criteria.
4. Engages with technical design and Project/ Product Managers to ensure correct products are produced, in a timely fashion. Evaluates the quality of knowledge artefacts against agreed acceptance criteria.

5. Plans formal reviews of knowledge artefacts and related activities and processes. Evaluates and independently appraises the internal control of knowledge management, based on investigative evidence and assessments undertaken by self or team.
6. Uses quality standards to review knowledge artefacts current and future. Conducts audits of quality requirements and produces audit reports. Work with service towers on improving quality in order to reduce the number of requests/ calls and increase the use of self-help.
7. Ensures that independent appraisals follow agreed procedure and advises others on the review process. Provides advice to management on ways of improving the effectiveness and efficiency of their control mechanisms. Identifies and evaluates associated risks and how they can be reduced.
8. Ensure contents remains relevant by pro-actively managing the usability and efficiency of the knowledge base, building trends, retiring old artefacts, refreshing existing one etc.
9. Interact with the support resources, functional managers, product managers and the suppliers to identify opportunities for knowledge transfer.
10. Utilise the knowledge base resources and facilitate training for the staff, suppliers, students and University business stakeholders to help them access the knowledge management tools.
11. Being responsible for the analysis of social networks and formation of communities of practice within the organization.
12. Full accountability for Service Catalogue, populating, maintaining and working with strategic team to ensure new activity is captured and reported on

AND such other duties as are within the scope of the spirit of the job purpose, the title of the post and its grading.

2.3. Supervision Received

Enterprise Service Architect.

2.4. Supervision Given

May be assigned staff to project manage or supervise.

2.5. Contacts

- IT Services staff and suppliers
- Staff and students in other Schools/ Support Areas of the University Group.
- External Suppliers and other education institutions.

3. Person Specification

ATTRIBUTES	ESSENTIAL	ADVANTAGEOUS
<i>Education & Qualifications</i>	<ul style="list-style-type: none"> • A degree relevant to IT or full membership of an ITSM professional body or experience in lieu of the above which demonstrates a professional approach to IT development. • Has a Level 3 Service Management framework qualification and knowledge of lifecycle or capability elements of ITIL. 	<ul style="list-style-type: none"> • A relevant higher degree. • ITIL Managing Across the Lifecycle Qualification (Expert). • ITIL Intermediate Lifecycle Module in Service Transition
<i>Knowledge & Experience</i>	<ul style="list-style-type: none"> • In-depth knowledge and experience within a relevant service design & delivery discipline or framework. 2+ years IT Knowledge Management experience. • Expertise in developing ITSM Knowledge Management Systems and building organisational learning audiences. • Expertise in deriving insight form IT Service Management data and information sources. • A strong understanding of Service Operations and experience of working in a Change and Continuous Improvement culture. • Experience of being highly accountable for the design, quality and effectiveness of knowledge and content systems. • Experience and knowledge of ITIL best practice to Expert level. 	<ul style="list-style-type: none"> • Similar experience in a higher education environment. • An understanding or experience of overseas delivery.
<i>Interpersonal Skills</i>	<ul style="list-style-type: none"> • Good collaboration skills. • Excellent customer skills. • Ability to foster and promote a collaborative environment and culture. • Good verbal communication skills. • Ability to convey objectives and benefits of Knowledge Management and influence others. 	

<p><i>Job-related Skills, Abilities & Competencies</i></p>	<ul style="list-style-type: none"> • Organised, self-motivated, and detail-oriented, with the ability to work autonomously and be a self-starter in a demanding environment. • Strong analytical and decision-making skills. • Strong sense of ownership and ability to follow tasks through to completion. • Ability to respond positively and calmly to shifting priorities, demands and timelines. • Excellent written skills and ability to translate complex, technical messages. • Effective internal and external stakeholder management and communication skills. 	
<p><i>Other Requirements</i></p>	<ul style="list-style-type: none"> • Able to work flexibly to meet the needs of 24/7 service support. • A flexible approach to location, including a willingness to travel, locally, nationally or overseas, as required. • An appreciation of other cultures; the global reach of the University and its international agenda. 	