

## Knowledge Base Manager

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Company: Vitality

Location: Stockport

Category: other-general

**Team** – Service Support

**Working Pattern** Hybrid – 2 days per week in the Vitality Stockport Office. Full time, 35 hours per week.

### **Top 3 skills needed for this role:**

Excellent written and verbal communication skills.

Strong organisational and analytical skills

Strategic planning and delivery

### **What this role is all about:**

To ensure the delivery of key business objectives through the ongoing development of employee and customer facing knowledge repositories, the continuous improvement of knowledge capability using analytics and insight and the promotion of a knowledge sharing culture within the organisation.

### **Key Actions**

Develop and maintain knowledge repositories which support the education of internal teams and external customers

Work with knowledge supporting technologies to ensure optimal functionality and maximum return on investment

Monitor and analyse knowledge usage data to identify areas for improvement

Use industry best practice and emerging trends in knowledge management to ensure continuous improvement of the knowledge function

Build strong and productive relationships with teams that depend upon knowledge to achieve key business deliverables

Effective management of knowledge governance frameworks to ensure accuracy and relevance of content

Development of a culture of knowledge sharing and benefit awareness within the organisation

Leadership and development of a small team of Knowledge Base Authors

**Essential Skills needed to fulfil this role:**

Experience of knowledge management or customer/employee education

Self-driven with an ability to work on own initiative

Able to create and carry out clearly defined plans of action, strategic planning and delivery

Excellent written and verbal communication skills

Strong organisational and analytical skills

Ability to collaborate effectively with cross functional teams and stakeholders of all seniority.

Committed team player

Able to adapt and respond to short term opportunities, changing needs and tight deadlines

Working knowledge of business applications such as Word, PowerPoint, Excel

**So, what's in it for you?**

Bonus Schemes – A bonus that regularly rewards you for your performance

A pension of up to 12%– We will match your contributions up to 6% of your salary

Our award-winning Vitality health insurance – With its own set of rewards and benefits

Life Assurance – Four times annual salary

These are just some of the many perks that we offer! To view the extensive range of benefits we offer, please visit our careers page. **Fantastic Benefits. Exciting rewards.**

**Great career opportunities!**

**If you are successful in your application and join us at Vitality, this is our promise to you, we will:**

Help you to be the healthiest you've ever been.

Create an environment that embraces you as you are and enables you to be your best self.

Give you flexibility on how, where and when you work.

Help you advance your career by playing you to your strengths.

Give you a voice to help our business grow and make Vitality a great place to be.

Give you the space to try, fail and learn.

Provide a healthy balance of challenge and support.

Recognise and reward you with a competitive salary and amazing benefits.

Be there for you when you need us.

Provide opportunities for you to be a force for good in society.

We commit to all these things because we want you to feel that you belong, and are supported to be happy and healthy.

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