

Knowledge Manager

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Company: Motorway

Location: Brighton

Category: other-general

About Motorway

Motorway is the UK's fastest-growing used car marketplace – our award-winning, online-only platform connects private car sellers with thousands of verified dealers nationwide, ensuring everyone gets the best deal.

Founded in 2017, our technology-led approach has redefined the experience of selling a car, generating thousands of monthly car sales and helping us to grow to a team of more than 400 people across our London and Brighton offices.

About the role

Motorway is seeking a proactive individual to join our Transformation team as a Knowledge Manager. This role is pivotal in ensuring our customers have seamless self-service experiences by maintaining and improving our help FAQs and internal agent knowledge base. The ideal candidate will possess a strong attention to detail, a passion for continuous improvement, and the ability to collaborate effectively across departments to drive best practices. You will take ownership of our help centre and knowledge management resources that our internal teams and customers interface with.

One of the key projects you will work on is AI in Customer Support. Motorway has invested in a leading automation platform, together with a team of Digital CX Specialists to build out a leading virtual assistant solution. You will be a vital part of a high profile strategic initiative. This role will report directly to our Head of CX Transformation.

Please note that this role is based in our Brighton office.

Key responsibilities:

Collaborate with subject matter experts to develop clear and accessible technical content for both internal and external end users.

Establish and manage a comprehensive product knowledge base, ensuring scalability of knowledge across the organisation.

Work with cross-functional teams to assess and enhance existing and new content, focusing on improving clarity and accuracy to improve self serve and customer satisfaction.

Become a Motorway expert, covering all products, services, policies, and localised knowledge to produce clear and concise content supporting frontline teams, Sellers, and Dealers.

Design cross functional ways of working to ensure we stay consistent with Motorway TOV and brand.

Design and implement templates to streamline the process from ideation to execution.

Monitor and track Key Performance Indicators (KPIs) related to the help FAQs, implementing improvements based on data-driven insights.

Possess a keen eye for continuous improvement, consistently seeking ways to enhance the self-service experience for customers.

Requirements

Proven track record as a Knowledge Manager.

Proven experience in leveraging data to inform content decisions, identify gaps, and measure success of your work.

Excellent written and verbal english communication skills.

The ability to translate complex technical concepts into simple language for diverse audiences.

Strong attention to detail.

Demonstrable experience operating at a management level in a relevant role.

Working cross-functionally across multiple teams (sales, quality, operations, CRM and product/tech).

Experience working with Customer Support automation solutions/virtual assistants (preferable).

Written technical content for e-commerce and/or in a fast-moving environment (preferable).

Benefits

Competitive salary

Annual learning budget - you can choose how you like to learn and find the best learning experiences to support your progression.

BUPA health insurance

Discounted dental through BUPA

Discounted gym membership through BUPA

On-Hand volunteering membership + 1 volunteering day per year

Hybrid working - opportunity to work from home one day a week (subject to approval)

Pension scheme

Motorway car leasing scheme - lease a zero-emissions electric vehicle at a significant discount

Cycle to work scheme

Enhanced maternity/paternity leave

Regular social events

Equal opportunities statement

Motorway is committed to equality of opportunity for all employees. We work to provide a supportive and inclusive environment where all individuals can maximise their full potential. We believe our workforce should reflect a variety of backgrounds, talents, perspectives and experiences. Our strong commitment to a culture of inclusion is evident through our constant focus on recruiting, developing and advancing individuals based on their skills and talents.

We welcome applications from all individuals regardless of age, disability, sex, gender

reassignment, sexual orientation, pregnancy and maternity, race, religion or belief and marriage and civil partnerships.

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