

Knowledge Manager

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Company: Raytheon Technologies

Location: Fareham

Category: other-general

Unspecified

Knowledge Manager

HMS Collingwood, Fareham

About us

At Raytheon UK, we take immense pride in being a leader in defence and aerospace technology. As an employer, we are dedicated to fuelling innovation, nurturing talent, and fostering a culture of excellence.

Joining our team means being part of an organisation that shapes the future of national security whilst investing in your growth and personal development. We provide a collaborative environment, abundant opportunities for professional development, and a profound sense of purpose in what we do. Together, we are not just advancing technology; we're building a community committed to safeguarding a safer and more connected world.

Our business

As a leading defence and aerospace company operating across the United Kingdom, Raytheon UK helps to solve our customers' toughest challenges. We are a major supplier to the UK government and customers around the globe, providing defence solutions across all domains: land, sea, air, space, and cyberspace. We also provide digital and training transformation solutions to commercial and military customers.

With circa 2000 employees and major facilities operating throughout the UK including Broughton (Wales), Livingston and Glenrothes (Scotland), and Harlow, Gloucester, and Manchester (England); we are committed to investing in British careers and technology

development.

Through advanced technology and our people's expertise, our Training Transformation Services is modernising what's possible in the training and preparation of our armed forces. With a real blended approach to learning and using the latest innovative systems and technology, we ensure our service men and women really are prepared for any situation.

The role

We are seeking a Knowledge Manager who has experience of creating a data strategy to ingest data sources to support our business. Capturing, organising, and assessing knowledge assets and coordinating with Senior Managers to align the Knowledge Management strategy with broader learning strategies and supporting the development and implementation of training on Knowledge Management processes and tooling. The successful candidate will play a crucial role in managing and overseeing the data aspects and ensuring data integrity, accuracy, and compliance with customer requirements. The ideal candidate should have a demonstrable background in data management and possess excellent organisational, analytical, and communication skills.

This is a key role in collaboratively working with the Engineering functional delivery teams in delivering optimal training solutions and services to the Customer, to schedule at the right cost, meeting quality, safety and security standards as necessary.

Main Duties:

Experience in a similar Knowledge Management role

An understanding of Building, managing, and setting the direction of a Knowledge Management Framework (KNF).

Experienced in Capturing, organising, and assessing knowledge assets.

Conducting full system health checks and realigning the KMF to meet both current and future business needs in collaboration with senior management.

Collaborating with key stakeholders to enhance the current system and support programme delivery through process optimization.

Monitoring and reporting on key metrics, utilising available reporting tools to deliver real-time reports to leadership, and continuously refining for optimal performance.

Able to devise and implement effective systems and processes for quality assurance and

compliance

Expert in Data, BI tools and technologies - proficiency with wider databases and data management technologies – Microsoft Lists, JIRA and Power BI etc

Ability to engage and influence at a senior level, both within the organisation and externally

Agile and ability to multi-task, pivot and prioritise different projects

Manage and develop team members

Strong work ethic and high standards – committed to delivering on “best in class” ambition

Excellent communication, influencing and relationship building skills.

Excellent organisational, planning and records management skills.

Gather, analyse, store, share, use, maintain and manage appropriate knowledge, information and data supporting the Training Design Service

Responsible for the Service Knowledge Management System (SKMS) that is accessible to all users;

Facilitate knowledge transfer sessions such as Technical Exchange Meetings (TEMs) for resolver groups to discuss training related issues on an as needed basis;

Responsible for the creation and maintenance of required KM documentation and procedures such as the Knowledge Management Policy Statement and the Knowledge Management Plan;

Promote knowledge capture and reuse through operational and business processes;

Capture and distil experience and insight for reuse to improve performance;

Provide internal training and consulting on KM concepts and methodologies;

Plan, develop, stand up, support, and promote collaborative tools and techniques such as communities of practice to facilitate sharing of ideas and work among internal teams and external partners;

Help disseminate information about the organisation's knowledge sharing program to internal and external audiences, maintaining communications on knowledge sharing across the organisation, participation in orientation and training sessions, and preparation of brochures/presentations and bids;

Attend Customer Programme and Design Reviews. to ensure Knowledge Management is correctly represented and covered during these meetings.

Candidate Requirements

Essential

Confident and effective communicator using various media;

A skilful listener with an open style. Good at facilitating discussion;

Excellent influencing skills;

Good networking and sharing of ideas and success;

Experienced in getting a clear and up-to-date understanding of the business situation and processes and good working knowledge of the organisational strategy;

Ability to think strategically in terms of culture and behaviour, business processes and technology and tools;

Experienced in a good appreciation of customer needs at both operational and strategic levels;

A strong understanding of the principles of knowledge management;

Solid grounding in the DSAT lifecycle preferably with experience on large complex secure systems;

Excellent verbal and written communication skills;

Willingness to work out of hours on occasion, and

Supporting the development of bids and proposals.

Should you require any adjustments to support you in the recruitment process please discuss with your recruiter or email the request to

Competitive Benefits and Work Culture

Benefits

Competitive salaries.

25 days holiday + statutory public holidays, plus opportunity to buy and sell up to 5 days (37hr)

Contributory Pension Scheme (up to 10.5% company contribution)

6 times salary 'Life Assurance' with pension.

Flexible Benefits scheme with extensive salary sacrifice schemes, including Health Cashplan, Dental, and Cycle to Work amongst others.

Enhanced sick pay.

Enhanced family friendly policies including enhanced maternity, paternity & shared parental leave.

Car / Car allowance (dependant on grade/ role)

Private Medical Insurance (dependant on grade)

Work Culture

37hr working week, although hours may vary depending on role, job requirement or site-specific arrangements.

Early 1.30pm finish Friday, start your weekend early!

Remote, hybrid and site based working opportunities, dependant on your needs and the requirements of the role.

A grownup flexible working culture that is output, not time spent at desk, focussed. More formal flexible working arrangements can also be requested and assessed subject to the role. Please enquire or highlight any request to our Talent Acquisition team to explore the flexible working possibilities.

Up to 5 paid days volunteering each year.

RTX

Raytheon UK is a landed company and part of the wider RTX organisation. Headquartered in Arlington, Virginia, USA, but with over 180,000 employees globally across every

continent, RTX provides advanced systems and services for commercial, military and government customers worldwide and comprises three industry-leading businesses – Collins Aerospace Systems, Pratt & Whitney, and Raytheon.

Supporting over 35,000 jobs across 13 UK sites, RTX is helping to drive prosperity. Each year our work contributes over £2.7bn to the UK economy and offers a wealth of opportunities to 4,000 suppliers across England, Scotland, Wales and Northern Ireland. We're investing in all corners of the country, supporting 29,040 jobs in England, 3,040 in Northern Ireland, 1,900 in Scotland and 1,600 in Wales.

Diversity, Equity & Inclusion

At Raytheon UK, we are committed to fostering a workplace that champions diversity, equity, and inclusion (DE&I) as fundamental pillars of our organisational culture. We believe that the diverse backgrounds, perspectives, and experiences of our employees are invaluable assets that drive innovation and excellence in everything we do.

In embracing diversity, equity, and inclusion, Raytheon UK strengthens its ability to deliver innovative solutions to complex challenges. We are proud to create a workplace where all individuals can thrive and contribute to the advancement of technology, security, and a better future for all. Our aim is for our employees to produce the best work of their lives so together we build a stronger, more inclusive future.

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