

Knowledge Manager

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Company: OCS

Location: Greater Ipswich Area

Category: other-general

Job Title: Knowledge Manager
ROLE OVERVIEW We are looking for a Knowledge Manager to join the OCS Client Solution Team. As Knowledge Manager, you will be responsible for the creation of new written content , as well as supporting the management, maintenance, and sharing of knowledge assets that support the bid and sales functions in our growth strategy. You will also be involved in designing and implementing knowledge management strategies and systems that align with our business goals and values.As Knowledge Manager you will significantly contribute to improved organisational agility. The primary remit of the role will be to ensure that the sales and bid function of OCS are supported to deal with changing environments and needs by ensuring that relevant and up-to-date information is available and accessible. As Knowledge Manager you will have a key role in fostering a culture of innovation by encouraging staff to learn from each other, and to leverage both internal and external sources of knowledge. The role will also be critical in helping OCS to leverage the expertise of its staff by creating and maintaining knowledge assets that capture and document their knowledge, as well as connecting them with other staff who need their advice or support.In this role, you will require effective writing skills and able to create impactful and concise written content for our knowledge assets and wider sharing within our business development community.Additionally you will be able to demonstrate a sound working knowledge of IT to support the ongoing structural development of our knowledge assets with specific experience of M365 and SharePoint. You should also be able to demonstrate creativity and innovation in developing and presenting knowledge solutions that meet the needs of our stakeholders. You should have a passion for learning and continuous

improvement, as well as a keen interest in the facilities management industry.

KEY TASKS & RESPONSIBILITIES

As Knowledge Manager you will help OCS to create, write, manage, and share its knowledge assets. OCS requires cross domain expertise to be truly agile and effective in support of sales and the Knowledge Manager role is critical to this endeavour. The Knowledge Manager position will encompass the following key tasks and responsibilities:

- of sales/bid focused written content that is attractive, concise and brings out the benefits of the OCS offer with a focus on the highest quality of language and technical accuracy.
- create, update, and maintain knowledge assets such as documents, templates, presentations, etc. that support the bid and sales functions with business development.
- and maintain an effective relationship with the wider Bid Management/Writer function, to understand trends and identify gaps in knowledge to further develop new content to support the sales process.
- compelling boilerplate content as per the OCS style guide.
- and organise knowledge assets in a centralised and accessible repository using M365 and SharePoint.
- a robust understanding of the FM market and the latest trends and develop aligned content as appropriate.
- that knowledge assets are accurate, relevant, and up-to-date, and comply with quality standards and best practices.
- and implement knowledge management strategies and policies that align with our business goals and values.
- SMEs to glean information and best practices and convert this to reusable assets.
- and facilitate knowledge sharing and collaboration across the organisation and with external partners.
- training and guidance to staff on how to use and contribute to knowledge assets and systems.
- and evaluate the effectiveness and impact of knowledge management activities and initiatives and provide feedback and recommendations for improvement.
- and analyse industry trends, best practices, and emerging technologies, and incorporate them into knowledge solutions.

QUALIFICATIONS, SKILLS & EXPERIENCE

The ideal candidate will demonstrate the following personal attributes that align with our company's culture and values:

- in the facilities management industry within a bid team environment.
- Experience in writing and knowledge management, preferably in the facilities management industry or a related sector.
- ability to work within a team in a highly customer focused environment.
- degree in a relevant field, such as information management, business administration, or communication.
- in M365 and SharePoint, as well as other knowledge management tools and platforms.
- communication and presentation skills, both written and verbal.
- to work independently and collaboratively with diverse teams and stakeholders.
- to think creatively and innovatively, and to solve complex problems.
- to manage multiple projects and tasks, and to

prioritise and meet deadlines.to learn quickly and adapt to changing environments and needs.about knowledge management and continuous improvement.CORE EXPECTATIONSwilling to travel to customer sites across the UK & Ireland, as required by the business.flexibility in working arrangements to ensure that a high level of service is delivered.and able to work effectively in a fast-paced environment.a positive and focused attitude when dealing with all colleagues.able to take personal responsibility.a flexible and positive attitude towards work.keen to continuously improve own learning and development.and embed the UK & Ireland Group's corporate values.others to a higher standard of performance and demonstrate an adaptable style to ensure others want to give their best.ability to take others/teams with them to achieve set objectives and creates and environment where accountabilities are clear.achieve effective results through people and gains commitment to support the business direction.support for ideas without the use of hierarchical power and actively listen and respond to what others say in order to achieve the best results.to make courageous or difficult decisions and orientated towards action.who shows personal drive and a 'can do' attitude, who seeks excellence and challenge, constantly achieving difficult targets.

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