

Knowledge Manager

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Company: Turner & Townsend

Location: London

Category: other-general

Company Description

At Turner & Townsend we're passionate about making the difference. That means delivering better outcomes for our clients, helping our people to realize their potential, and doing our part to create a prosperous society.

Every day we help our major global clients deliver ambitious and highly technical projects, in over 130 countries worldwide.

Our team is dynamic, innovative and client-focused, supported by an inclusive and fun company culture. Our clients value our proactive approach, depth of expertise, integrity and the quality we deliver. As a result our people get to enjoy working on some of the most exciting projects in the world.

Job Description

Reports To: Head of Business Generation, UK

Job Summary:

Working closely with business development-focused colleagues and technical professionals, and as an engaged member of the UK Business Generation Team, the Knowledge Manager, will author, store and manage the company's intellectual property, proposal/presentation content and marketing assets. They will also be responsible for helping to champion organization-wide knowledge sharing, so that the organization's expertise, information and experience is shared inside and outside the organization with clients, partners, and stakeholders. The KM will play a key role in improving the quality of bidding, reducing time and effort required to create an outstanding bid response. This role is based in our

London office and will provide support across the UK business.

To be successful, the incumbent must be able to lead a content strategy across the business – creating, writing and managing content to achieve business goals and be a voice for the company. They will be an excellent writer, are (or will be able to become) fluent in our business terminology and will effectively create a range of written materials on a variety of topics, including bid best practice material, capability and service line materials, sales tools, case studies, and articles.

Specific responsibilities associated with the Knowledge Manager role include:

Oversee the UKWork-related content presented on the Turner & Townsend Bid to Win portal: creating, editing, posting and managing content within UK SharePoint, CMS and other platforms and clean up outdated content to keep material fresh, informative and appealing.

Co-ordinate with bidding leads to identify content/questions themes and identify gaps in the bid to win library.

Review submitted bids and scores/feedback target clients (along with bid team and Major Bids Leads) for opportunities to improve the bidding library and best practice answers.

Own the maintenance and drafting of specific materials relative to our business, including but not limited to Capability Statements, service line descriptions, business performance metrics/statistics, case studies, company forms/registrations, and bid content.

Identify new content opportunities, exploring ways to repurpose existing content throughout the producing and publishing of content, writing, editing and proofreading, and formulating content strategies.

Promote knowledge sharing through the organization's operational business processes and CMS systems to facilitate seamless exchange of information.

Promote collaborative content tools, such as activity rooms and SharePoint sites to facilitate sharing of ideas and work among internal teams and partners.

Ensure best-in-class materials, content and final deliverables are uploaded to internal content repositories.

Support and contribute to internal and external communications and marketing plan/s for the UK business.

Other:

Work alongside the Communication and Campaign team to ensure material is repurposed across our channels

Work Act as guardian of the Turner & Townsend brand ensuring consistency across the region.

Nurture highly collaborative internal client relationships with segment/service line professionals and SMEs to drive an integrated approach to marketing and communications initiatives.

Quality controls: Ensure all work is performed on time, cost-effective and according to Turner & Townsend's high-quality standards.

Assist global business generation and marketing teams with central systems as needed.

Work alongside the global Knowledge Management team to align regional requirements with global activities and guidelines.

Qualifications

Required Skill Sets and Qualifications:

To provide the support that Turner & Townsend's professionals require, the incumbent will have significant experience of proposal, communications and business writing, preferably within a B2B professional services environment. Required competencies include:

A comprehensive knowledge of the construction consultancy/advisory business that adds value or strategically enhances deliverables and initiatives.

Superior written communications and proofreading skills; very detail oriented.

An ability to identify critical messages and unique selling points, and clearly and effectively communicate them, and to modify standard text to meet the specific requirements of each new assignment.

Think and communicate clearly – formulate a clear point of view on complicated issues and create a concise and well-written narrative to express it.

Excellent project management, organizational and problem-solving skills, with a proven ability to implement/enforce procedures and to influence at all levels.

Should be a self-starter and possess a strong ability to handle multiple projects simultaneously to tight deadlines, with an ability to work in a highly collaborative team environment.

Creative thinker with an ability to communicate complex ideas in a simple way, both written and verbally.

Utmost in integrity, with a solid work ethic.

Strong PC skills required. Expert in the use of Microsoft Office packages, especially MSWord and Power Point. Video and graphic design experience is a plus.

Additional Information

Our inspired people share our vision and mission. We provide a great place to work, where each person has the opportunity and voice to affect change.

We want our people to succeed both in work and life. To support this we promote a healthy, productive and flexible working environment that respects work-life balance.

Turner & Townsend is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees and actively encourage applications from all sectors of the community.

#LI-SM

Please find out more about us at

SOX control responsibilities may be part of this role, which are to be adhered to where applicable.

Join our social media conversations for more information about Turner & Townsend and our exciting future projects:

It is strictly against Turner & Townsend policy for candidates to pay any fee in relation to our recruitment process. No recruitment agency working with Turner & Townsend will ask candidates to pay a fee at any time.

Any unsolicited resumes/CVs submitted through our website or to Turner & Townsend personal e-mail accounts, are considered property of Turner & Townsend and are not subject to payment of agency fees. In order to be an authorised Recruitment Agency/Search Firm for Turner & Townsend, there must be a formal written agreement in place and the agency must be invited, by the Recruitment Team, to submit candidates for review.

Cross References and Citations:

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