

JOB PROFILE

JOB TITLE: Knowledge Manager

GRADE: 7

SALARY: From £31,076 per annum

OVERVIEW

To deliver an expert evidence search and summary service which helps people within Scotland's social services sector to obtain, use and understand evidence. The service will augment Iriss's existing work to enhance the capacity and capability of Scotland's social services workforce to access and make use of knowledge and evidence for service innovation and improvement. The service will be informed by Iriss's unique approach, characterised by a willingness to adapt and learn from a wide range of disciplines, and will draw on the diverse expertise and on-going work of the existing staff team.

KEY ACTIVITIES

Service Delivery

- Use rapid summarising methodology to produce evidence summaries in response to enquiries, sourcing knowledge from research, practice, experience and improvement
- Work with those accessing the service to co-produce enquiries
- Prioritise requests, ensuring all queries are answered in a timely manner, allocating work and co-ordinating external delivery partners as appropriate
- Analyse, combine and summarise knowledge from different sources
- Capture (or facilitate capturing) the experience of people accessing support and practitioners using appropriate techniques including interviews, focus groups, case studies, and storytelling
- Maintain sector awareness and capture learning from innovation and improvement projects
- Create accessible, flexible and engaging products tailored to the needs of different enquirers
- Disseminate knowledge outputs through a variety of media, selecting the best medium for sharing learning
- Provide progress reports and updates for senior management and other stakeholders as required
- Monitor service demand and plan capacity accordingly
- Evaluate service effectiveness and impact using agreed measures

Promoting, Developing and Embedding

- Work with key stakeholders to develop the service
- Maintain online repository of products created through the service
- Design and undertake promotion and engagement activities with key stakeholder groups
- Design and deliver training and other development opportunities which enhance the social services workforce's capability in sourcing, evaluating and sharing knowledge
- Provide advice and support to enquirers on methods of knowledge sharing and dissemination and evidence-based knowledge implementation.

Managing Relationships

- Develop and maintain relationships to develop a full understanding of stakeholder expectations to ensure that service meets expectations
- Establish and maintain good stakeholder relationships at all levels, across organisational and sectoral boundaries
- Engage with stakeholders and facilitate dialogue about evidence-informed decisions and actions
- Anticipate and fulfil stakeholder needs in a successful manner
- Attend, participate and contribute to meetings ensuring appropriate up to date information is communicated and acted upon
- Fully understand the many facets of the service and Iriss
- Value different requirements and act with diplomacy to achieve the best possible outcome
- Act as an ambassador for the service and for Iriss
- Ensure confidentiality is maintained where appropriate

This profile is a broad picture of the post, not an exhaustive list of all possible duties and it is recognised that jobs change and evolve over time. Consequently the post holder will be required to carry out any other duties to the equivalent level that are necessary to fulfil the purpose of the job, and to respond positively to changing business needs.

CORE COMPETENCIES

- Customer Focus** Ensures the needs of the enquirer are at the centre of the service provided, and that expectations are well managed
- Teamwork** Uses appropriate interpersonal styles and methods to guide individuals (subordinates, peers, seniors) or teams towards specific goals. Participates fully, demonstrating commitment and motivation to achieve objectives and targets.
- Planning & Organising:** Establishes an appropriate course of action for oneself and others to accomplish specific goals and operates within deadlines while managing their time as efficiently as possible.
- Motivation:** Focuses energy to make things happen with positive results.
- Flexibility:** Demonstrates the ability to adapt to all situations and to achieve tasks quickly and efficiently and within the set deadlines. Understands and responds to change in the organisation and is solution-orientated.
- Initiative:** Generates ideas and takes action to solve problems.
- Judgement:** Makes decisions, analyses data, generates new ideas and determines priorities.
- Communication:** Demonstrates clear communications at all levels.
- Creativity:** Uses creative practices to solve problems and engage and facilitate the development of others.