

## **JOB PROFILE**

**JOB TITLE:** Knowledge Manager

**REPORTS TO:** Head of Delivery

**GRADE:** 7

### **OVERVIEW**

To deliver an expert evidence search and summary service to support practice, service improvement and transformation within Scotland's social services

### **KEY ACCOUNTABILITIES**

Service Delivery  
Promoting, Developing and Embedding  
Managing Relationships

### **KEY ACTIVITIES**

#### **Service Delivery**

- Use iterative approach to searches to produce evidence summaries in response to enquiries, sourcing knowledge from research, practice and experience
- 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.

**Knowledge Manager  
Person Specification**

<b>Required skills &amp; experience</b>	<b>Crucial</b>	<b>Preferred</b>
<b>Education/ qualifications</b>		
2:1 or above in a relevant field (or equivalent experience)	<b>X</b>	
<b>Professional experience</b>		
Experience working as a researcher, librarian or information professional	<b>X</b>	
Experience working as a researcher in social care or social sciences		<b>X</b>
Experience in evaluating research outputs	<b>X</b>	
Experience in thematic analysis	<b>X</b>	
Experience in testing and evaluating research methodologies		<b>X</b>
Experience of drawing insights from a range of data sources	<b>X</b>	
Project management experience with a proven track record of delivery from design through to evaluation	<b>X</b>	
Experience of information literacy or research skills training or workshop design and delivery		<b>X</b>
<b>Technical skills</b>		
Adept user of IT with ability to pick up new systems quickly and under self-direction	<b>X</b>	
Experience of using social media, blogs and other digital media	<b>X</b>	

<b>Functional skills</b>	<b>Crucial</b>	<b>Preferred</b>
Planning and organisation skills to meet deadlines with flexibility to be able to manage conflicting priorities	<b>X</b>	
A focused and concise approach to evidence searching	<b>X</b>	
Excellent communications skills, including the ability to articulate complex ideas to multiple audiences in a clear and succinct manner	<b>X</b>	
Fluent written English and an ability to write for a range of audiences	<b>X</b>	
Excellent facilitation and presentation skills	<b>X</b>	
<b>Key attributes</b>	<b>Crucial</b>	<b>Preferred</b>
Excellent interpersonal communication skills	<b>X</b>	
Good analytical and problem solving skills	<b>X</b>	
Ability to work under pressure with little managerial input to achieve service outcomes	<b>X</b>	
A high level of attentiveness to customer needs	<b>X</b>	
Ability to work independently and as part of a team	<b>X</b>	
An awareness of, and commitment to, making your work accessible	<b>X</b>	
Resilience and integrity at all times and an adaptability to unexpected change	<b>X</b>	
Knowledge of the social services sector		<b>X</b>
Strongly held values consistent with the social services sector	<b>X</b>	