

# Position Description



EnergyAustralia

Role Reporting Information	
Role Title	Leader, Knowledge Management
Position Number	0050444 (FFCE073)
Role Reports Directly To	Leader, Academy & Knowledge Management
EnergyAustralia Group Executive Manager	Executive Customer Experience
Date	30/3/2018

Purpose of Team / Business unit and Key Challenges (how the business team and business unit add value to Energy Australia)
Aligning with EnergyAustralia's Customer Experience strategy of achieving industry leading customer experience at the right cost, the Knowledge Management team is responsible for developing knowledge management solutions that are easy to use, accessible, beneficial, valued, governed and leading edge.

Purpose of Role (single sentence statement of why the role exists and how it adds value to EnergyAustralia)
The primary responsibility of the Leader, Knowledge Management is to design the Knowledge Management framework and to implement the associated supporting system / platform across EA's global operational business.
This role also has the responsibility for the look and feel of the knowledge management system and for ensuring its integrity through the development of processes and policies that support the effective capture, publishing, distribution and retrieval of information.
This role is considered a trusted advisor by the business operational teams in terms of being across the latest developments and best practice in knowledge management and how this can be harnessed to improve the user and customer experience.

Values – Ways of working and behaviour expectations (what key behaviours are expected in the role)	
The customer is our priority	<ul style="list-style-type: none"> <li>We know our customers; what they need and value</li> <li>We consider the customer in every decision</li> <li>We get the detail right and give our customers what we promised</li> <li>We take the hassle out of customers' lives</li> <li>We treat customers as we would like to be treated ourselves</li> <li>We aim to make every customer an advocate of EnergyAustralia</li> </ul>
Do the right thing	<ul style="list-style-type: none"> <li>We do not compromise on safety</li> <li>We act with integrity and comply with the law</li> <li>We communicate openly and honestly, and listen to our stakeholders</li> <li>We weigh the impact of our decisions on returns, the environment and communities</li> <li>We treat others with fairness and respect</li> <li>We are accountable and take responsibility for our actions</li> </ul>
Lead change	<ul style="list-style-type: none"> <li>We never stop looking for new ways to improve</li> <li>We innovate, turning opportunity into advantage</li> <li>We go after change with enthusiasm and passion</li> </ul>

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	<p>We recognise change is hard, and support our stakeholders through it</p> <p>We are genuine in seeking and giving feedback</p> <p>We drive high-performance by setting the right priorities</p>
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Key Activities, deliverables and metrics		
Key Activities and Deliverables		Metrics
Activity and deliverables 1		<p>Design and develop the knowledge management strategy.</p> <p>Implement policy and procedures for capturing tacit and explicit knowledge within the organisation.</p> <p>Develop a framework for formal (explicit) and informal (tacit) knowledge sharing and exchange across the business.</p> <p>Work with stakeholders to identify business unit requirements for knowledge management solutions.</p>
	<b>Implement knowledge management system and procedures</b>	<p>Develop knowledge management principles, governing frameworks and other knowledge management enabling processes to ensure content published into the knowledge management system is appropriate.</p> <p>Drive and deliver solutions in line with EA strategies in customer and employee engagement.</p> <p>Provide coaching, mentoring and ongoing support to staff in effectively accessing and using the knowledge management system</p> <p>Manage protection and security of knowledge or information and levels of access according to business requirements</p>
Activity and deliverables 2	<b>Maintain Business knowledge base</b>	<p>Monitor input procedures to ensure knowledge is captured according to the business knowledge management strategy, and to ensure the effectiveness of accurate data capture.</p> <p>Implement contingency measures to address shortfalls in the knowledge management system and procedures.</p> <p>Periodically review knowledge content for accuracy and currency to ensure that it remains in line with business requirements.</p>
Activity and deliverables 3	<b>Stakeholder Engagement</b>	<p>Build collaborative and productive relationships with a wide range of internal and external stakeholders to enable the design and development of fit for purpose knowledge solutions that build business unit competency.</p>

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<b>Activity and deliverables 4</b>		Pro actively consulting with key stakeholders across EA Retail regarding design and content based on best practice design standards and business trends.
	<b>Continuous Improvement</b>	<p>Proactively identify and drive improvements to the knowledge process and systems that improve the customer and end user experience</p> <p>Effectively utilise existing EA business technology (e.g.: SharePoint, uPerform, Biteable, Articulate Storyline) to support &amp; improve knowledge management</p> <p>Collect and analyse relevant data on access and use of the knowledge management system in order to make targeted improvements.</p> <p>Keep up to date with all current developments with regards to products, systems and industry trends to ensure the knowledge management system is at the forefront of best practice.</p>

**Process Accountabilities** (which business processes is this role accountable for effectiveness of)

The role scope covers all processes within the Customer Experience and Customer Promise business units.

<b>Key Interactions</b> (internal and external) that this role must form productive relationships with	<b>Frequency and purpose of interaction</b>
Customer Experience and Customer Promise Leadership Team	As required to present & share improvement opportunities
Customer Experience and Customer Promise BU Leaders	As required to support development of opportunities & execution into the BU's
Customer Experience and Customer Promise Frontline teams	As required to gather feedback and insights
Other cross functional working groups and project teams	As required to ensure as business change is implemented, the knowledge management platform meets business and end user requirements.
Shared Services support teams (eg: learning, WFO, PIIMUA, Quality)	As required to implement knowledge management improvements

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Required Capabilities and Qualifications	
Tertiary qualifications in knowledge management, communications, website design or similar.	
People Leadership	
Process analysis	
Content editing	
Stakeholder management	
Technologically savvy	
Sharepoint / website design	
Change and innovation	
Constructing taxonomies	
Customer focused	
Desired Experience for Role	
Minimum 2 years in a knowledge management leadership role	
Strong demonstrable experience in current trends and best practices in knowledge management	
Experience in the end-to-end development of a holistic knowledge management system and/or framework within a complex environment	
Experience in leading a team to deliver knowledge management solutions to meet changing business requirements	
Well developed research and analytical skills	
Demonstrated ability to quickly build strong, trusting stakeholder relationships	
Influential communication and interpersonal skills with the ability to liaise with stakeholders to the highest level	
End-to-end project management experience with a strong track record of delivering on time and on budget	
Proven experience in working in a rapidly changing, agile business environment	
Proven experience in leading change across multiple stakeholders	
Strong structured problem solving, communications and presentation skills	
Experience in an environment utilising 'chat bot' and / or other intuitive knowledge retrieval systems advantageous	

Role Dimensions	
Number of Direct and indirect Reports	Direct = 5/6
Budget Revenue	Nil
Budget Opex	Nil
Budget Capex	Nil
Delegations of Authority	
Operating expenditure	TBC
Capital Expenditure	TBC
Other authorities	TBC

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NB: This is not a complete list of accountabilities and deliverables; you will be required to perform other tasks in line with your position, as directed by your manager from time to time.

