

Role Profile

Part A - Grade & Structure Information

Job Family Code	11RT	Role Title	Knowledge & Content Management Specialist
Grade	PS11	Reports to (role title)	Digital Development Manager
JE Band	439-518	Directorate / School	Resources
Date Role Profile was created	Nov-17	Service / Department	IT & Digital
<u>Agile</u>	Information-centric (2)	<u>DBS Requirement</u>	No

Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

Role Purpose including key outputs	<p>Take the role of technical lead in the field of content management systems, knowledge management and collaboration solutions, working alongside functional and business analysts to evaluate requirements and define solutions in accordance with strategic direction.</p> <p>Identify improvement opportunities that will benefit the organisation by providing expert CMS, KM and collaboration solutions advice and guidance at senior and operational levels.</p> <p>Carry out systems design tasks to support the scoping, definition and implementation of projects and solutions.</p> <p>Produce and maintain effective domain related solutions, exploiting appropriate tools to deliver best value.</p> <p>Create and promote CMS, KM and collaboration development standards, processes and procedures.</p> <p>Influence continuous improvement and development of relationships with third party services providers, to develop more effective and efficient ways of working according to industry best practices.</p>
Work Context	<p>IT & Digital is a service within Surrey County Council providing technology and business change support. This role is within the Digital Innovation Team providing IT & Digital with in-house capability in development and data services, creating IT solutions to deliver business transformation.</p> <p>The position is a mix of remote and office-based working primarily at Woodhatch, but may be required to travel to other sites to develop and maintain excellent working relations with the services across Surrey County Council.</p>
Line management responsibility if applicable	May have line management responsibility for a small team.
Budget responsibility if applicable	To participate and lead in specialist areas of projects of up to £3m. To ensure the accuracy of business applications which the authority relies on to support the management of its £1bn budget.
Representative Accountabilities Typical accountabilities in roles at this level in this job family	<p>Planning & Organising</p> <ul style="list-style-type: none"> • Direct, manage and monitor the operation of an efficient and effective service ensuring the work of the team supports service objectives and that necessary resources are secured. • Lead major projects and reviews within a defined area of work to optimise and enhance service delivery. <p>Policy & Compliance</p> <ul style="list-style-type: none"> • Ensure legal, regulatory and policy compliance of relevant schemes/ initiatives. • Contribute to and where appropriate lead the development of practical strategies, works programmes and service improvement in own area of specialism and monitor and control their implementation to manage and mitigate risks. <p>People and partnerships</p> <ul style="list-style-type: none"> • Directly or matrix manage a diverse group of staff to ensure the successful delivery of a service. • Monitor and support the performance management and development of team members using a coaching approach, to support individual development and ensure that individual contributions are maximised. • Work with managers, service representatives and partners to identify and apply cost effective means of delivering improvements to business processes and strategies. <p>Resources</p> <ul style="list-style-type: none"> • Review the operations of the teams to identify improvements in systems, processes, procedures and working methods, and propose changes to secure greater efficiency and compliance. • Monitor, analyse and manage delegated budgets, funding and resources in accordance with organisational policies and procedures. <p>Analysis, Reporting & Documentation</p>

	<ul style="list-style-type: none"> Analyse, interpret and evaluate relevant data applying judgment and technical expertise to identify risk, support the resolution of issues and support decision making. Through management and supervision ensure that appropriate record keeping is kept and risks and issues are identified and actions taken. <p>Duties for all Values: To uphold the values and behaviours of the organisation. Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity. Health, Safety & Welfare: To maintain high standards of Health, Safety and Welfare at work and take reasonable care for the health and safety of themselves and others. To have regard to and comply with safeguarding policy and procedure as appropriate.</p>
Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics	<ul style="list-style-type: none"> Degree/ HNC or equivalent, or substantial relevant experience in a relevant subject. May be required legislatively to maintain a professional qualification or competency. Substantial practical or professional experience and understanding of a specialist area or supporting service teams and/or providing support to the public. Excellent understanding of subject matter, principles and practices relevant to technical area. Proven ability to apply project management principles and techniques to a wide range of complex projects or programmes. Extensive knowledge of principles, practices, and procedures relating to business planning and financial management Ability to collate, monitor and interpret a range of data. Proven ability to establish and maintain highly effective working relationships with a range of stakeholders. Comprehensive knowledge of computerised business systems Proven written and oral communication with the ability to influence and work in collaboration with others. Excellent management skills with proven experience motivating, coaching, mentoring and developing staff. Ability to understand, meet and exceed customer expectations. Proven problem solving skills with the capacity to devise and implement innovative solutions.
Details of the specific qualifications and/or experience if required for the role in line with the above description	<p>Experience with SharePoint (or similar) development and administration Experience developing GOSS forms (or similar) Experience developing Nintex Forms and Workflow (or similar)</p>
Role Summary	<p>Roles at this level typically have significant management responsibility either for a large team or coordinating sub functions within a service, and/or will provide professional, specialist or high level technical advice, direction and input across a wide range of activities. They require a conceptual understanding of a technical, professional or specialised field, and job holders require the knowledge and experience to handle and resolve complex issues, anticipate problems and recommend solutions. There will be a requirement to plan and organise own and/or team activity over a significant time scale and coordinate work with associated functions. They will typically be required to influence/motivate others both inside and outside immediate reporting lines, including external stakeholders, and have a primary role in setting service levels. They ensure that their services achieve the agreed financial and service standards, and will have professional autonomy and discretion within operational policies and practice guidance.</p>
Reference Number	<p style="text-align: center;">BM-2026-236</p>