

## **ISKO Singapore – Knowledge Management Jobs Panel – Friday 21<sup>st</sup> May 2021**

*Edited summary of chat discussion accompanying the call*

Barbara Phillip - Faculty: Looks like the job descriptions are aligning with the evolution of the field, including confusion that remains around the field.

Azlinayati Manaf: I think in some cases, the top management wants to implement KM within the organization, but on the ground, especially the person responsible of preparing the JD and recruiting has no idea what KM is all about.

Gabriele Vollmar: is anybody aware of 'official' / aligned catalogs of competences for roles in KM? (see Event resources page)

ISKO Singapore Exco: CILIP PKSB - Chartered Institute of Library and Information Professionals Professional Knowledge and Skills Base (see Event resources page)

Barbara Phillip - Faculty: Does this also align with the issue of where the job is going to be hosted in the organization. If the role is in IT Dept, I think I have a good sense of what it's going to look like vs. a KM job coming out of a Project Management Office for example.

Edgar Tan: We could extrapolate the competencies of a knowledge manager based on what the ISO 30401 standard says what KM can mean for organisation

Gabriele Vollmar: If you are interested I can share our current GfWM KM competencies catalog with you.

ISKO Singapore Exco: Gabriele, it would be great to see the catalogue.

ISKO Singapore Exco: Abel and Oxbrow Competing with Knowledge: the Information Professional in the Knowledge Age - TFPL 2001

Matthew Moore: The ambiguity we see in KM role descriptions is common across many business fields - e.g. project management, customer success.

Barbara Phillip: There is a wide variety of qualifications requirements for KM roles. Few masters programs in the US.... some struggling. The challenge is that university programs need to keep up with the trends, go with "data" stuff to keep attracting students.

Edgar Tan: The qualifications requirements that an organisation states in a job ad betrays the role that they are actually hiring for.

Barbara Phillip - Faculty: You can tell pretty easily whether a real KM person was involved in writing the job description.

Shaharudin MI: Agree, Barbara :-)

Matthew Moore: I think it's more about the KM experience of the hiring manager rather than the organisation as a whole.

Barbara Phillip - Faculty: Organizational context is what's always missing and makes the difference between what's going to be a good KM job vs. a bad KM job.

Nicholas Milton: Creating a word cloud from a job description is a quick way of getting a sense of what the job is really focused on.

ISKO Singapore Exco: Word clouds can be created for free at multiple sites.

ISKO Singapore Exco: Paste the job description into the app and see the word cloud

Matthew Moore: In job applications - be honest about what you bring and what you want as a candidate

Barbara Phillip - Faculty: Depending on your seniority and what your KM role would be, how much do you feel you could change the organization's perspective on KM? Sometimes taking on a challenge can be interesting.

Patrick Lambe: Except be careful about selling a vision that the organisation can't actually deliver on in practice!

Matthew Moore: Barbara - I think that requires a very honest assessment on the part of the organisation about their willingness to change.

Nicholas Milton: taking a job to change it is rather like marrying someone to change them. A recipe for disaster