**Sample Knowledge Management Job Advertisements (2018-2021)**

**Prepared for the ISKO Singapore KM Jobs Panel -** Friday 21 May, 2021, 3.30-5.00pm (Singapore)

*Free event: admission only by pre-registration – event registration page at http://www.iskosg.org/km\_jobs.html*

*With thanks to contributors of job advertisements.*

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## *1. Knowledge Management Coordinator USAID, United States*

POSITION DESCRIPTION BACKGROUND USAID’s Office of Transition Initiatives (OTI) is seeking highly motivated, highly qualified individuals who want the opportunity to help support rapid international transition programs for priority conflict-prone countries.

Created in 1994 as a distinct operating unit within USAID, OTI helps local partners advance peace and democracy in politically transitioning countries. In support of U.S. foreign policy, OTI seizes emerging windows of opportunity in the political landscape to promote stability, peace, and democracy by catalyzing local initiatives through adaptive and agile programming.

Countries experiencing a significant political transition in the midst of a disaster or emerging from civil conflict have unique needs that cannot be fully addressed by traditional disaster relief. Timely and effective assistance to promote and consolidate peaceful, democratic advances can make the difference between a successful or a failed transition.

OTI assists in securing peace by aiding indigenous, mostly non-governmental, civil society and media organizations. OTI uses such mechanisms as support for re-integration of ex-combatants into civilian society; development of initiatives to promote national reconciliation; identification of quick-impact community self-help projects to meet urgent economic needs; and aid to independent media outlets and communitybased organizations to help promote informed debate and broaden public participation.

To respond quickly and effectively and meet its program objectives and mandate OTI retains a group of high-level professionals and experts under U.S. Personal Services Contracts (USPSCs). These knowledgeable and skilled professionals make up the vast majority of the OTI work force and are at its forefront implementing and achieving the office’s programmatic goals and objectives. There are several benefits that USPSCs may participate in, such as partial reimbursement for health and life insurance costs, as well as full coverage of workers’ compensation, among other benefits. For more complete information on USPSC benefits, please see Section VI of this solicitation. For more information about OTI and its country programs please see: <https://www.usaid.gov/stabilization-and-transitions>

INTRODUCTION

As a member of the OTI Global Knowledge Management (GKM) Team, the KM Coordinator position utilizes the experience and skills gained from working in a dynamic organization dedicated to individual and institutional learning. OTI’s success now and in the future depends in large part on its ability to achieve an overarching organizational goal: the effective transfer and ongoing analysis of knowledge and experience – comprised of values, management processes, lessons learned, best practices, standards, and innovations – in real time, with a variety of stakeholders. These stakeholders include: OTI staff in the field and headquarters; OTI’s implementing partners around the world; USAID Missions overseas; other USAID offices and bureaus in Washington; other U.S. Government agencies and branches; other donors; other transition, stabilization and reconstruction practitioners; host government and/or other local counterparts; and the U.S. public. All of the above increases OTI’s level of transparency and accountability.

To this end, the OTI GKM Team supports a model of organizational learning across the office that ensures: 1. Increased transparency and accountability between the headquarters and field teams; 2. Increased opportunities for peer-to-peer dialogue; 3. Easier access to content and learning resources for a variety of stakeholders; 4. More guidance available in online format; and 5. Provision of tools to surface and apply OTI’s programming lessons to increase the effectiveness and efficiency of OTI programs.

The KM Coordinator supports OTI’s mission to provide fast, flexible, short-term assistance targeted at key political transition and stabilization needs by supporting the capture, curation, and dissemination of research and program learning through product development and by maintaining knowledge management platforms for OTI and implementing partner staff.

GKM supports learning and innovation through the application of technology – including OTI’s knowledge management platform, mapping, data visualization, and other analytic tools – to continually improve OTI country program analysis, management and performance. GKM will ensure the effective integration of lessons and knowledge into OTI’s learning and training resources. GKM coordinates closely with other units, teams, and divisions within OTI to achieve these goals.

CORE FUNCTIONAL AREAS OF RESPONSIBILITY DUTIES AND RESPONSIBILITIES

The work of the Knowledge Management (KM) Coordinator requires teamwork, the exercise of discretion, judgment, and personal responsibility. As a member of a highly operational office, the incumbent is willing and able to perform a wide range of functions to help promote cross-office learning and ensure programmatic success.

The incumbent has a high level of integrity and attention to detail to ensure the use of OTI knowledge management systems and processes to maintain effective and efficient management of funds and programming.

The incumbent is flexible and willing to work under conditions of ongoing change and remains professional and respectful of colleagues and authority in a diverse workforce.

The incumbent places a premium on the building of positive relationships with the range of OTI stakeholders in the field and in Washington, as well as with key interlocutors both in and outside of USAID.

The incumbent will serve as a role model for good knowledge management and learning practices.

The incumbent is able to prioritize and complete tasks without follow-up by the supervisor, while also filling in gaps as needed to ensure the responsiveness of the team.

The KM Coordinator is a strategic thinker, articulates innovative ideas, presents solutions, and leads by example for colleagues both in and outside of OTI. Under the supervision of the CPS/OTI Senior Learning Specialist, the Knowledge Management Coordinator will perform the following duties:

At the GS-11 level: Note: Duties and responsibilities are listed in order of importance for this position ● Under the supervisor’s direction, facilitate cross-program learning through events and products and help the office aggregate, curate and communicate evidence of effectiveness and outcomes across programs and with the broader community of practice;

● Support efforts to coordinate with key stakeholders to develop and update OTI guidance, tools and resources related to the implementation of OTI programs and practices to accurately reflect current expectations for OTI’s work and help prioritize urgent updates so that they can be made easily accessible to OTI staff and implementing partners;

● Provide user support, training, encourage active use to enhance effectiveness and utility of OTI’s knowledge management platforms including the web-based Database and OTI Anywhere as program management and program learning tools in coordination with both users (OTI staff and implementing partners) and the IT and Training Teams;

● Under the supervisor’s direction, respond to high priority and ad hoc research and analysis requests for information and taskers;

● Under the supervisor’s direction, collaborate with colleagues and partners in the development and implementation of an office-wide knowledge management strategy that addresses needs and informs knowledge management capacity building, processes, tools, and systems, with the aim of fostering a strong learning culture;

● Assist Knowledge Management Specialists in providing technical assistance for OTI programs and partners in the field and advise OTI staff and implementing partners on knowledge management processes and tools that facilitate knowledge capture and sharing 7 | Page of political transition programming and practices;

● Under the supervisor’s direction, represent and articulate OTI’s mission, work, programs, and knowledge management systems to select visitors, informational technology professionals, and other USG colleagues as well as develop and maintain professional relationships with other organizations and offices (in both the USG and externally) with innovative knowledge management approaches on behalf of OTI;

● Serve as the Contracting Officer’s Representative for knowledge management product contracts and/or participate in the design and procurement of future contracts for knowledge management support services;

● As required, perform services under this scope of work at physical locations other than Washington OTI headquarters, including within other USAID offices, bureaus, or other USG agencies;

● Fill critical needs for program management and implementation staffing in Washington, DC and the field including providing support to new OTI country program start-ups, country program management, and close-out; and,

● Serve on short-term assignments with other USAID offices or bureaus in direct support of OTI programs for a period not to exceed three months. At the GS-12 level: Perform the same duties as the GS-11 level but with less supervision, greater decision-making authority, and greater independence of action.

● Facilitate cross-program learning through events and products and help the office aggregate, curate and communicate evidence of effectiveness and outcomes across programs and with the broader community of practice;

● Support efforts to coordinate with key stakeholders to develop and update OTI guidance, tools and resources related to the implementation of OTI programs and practices to accurately reflect current expectations for OTI’s work and help prioritize urgent updates so that they can be made easily accessible to OTI staff and implementing partners;

● Provide user support, training, encourage active use to enhance effectiveness and utility of OTI’s knowledge management platforms including the web-based Database and OTI Anywhere as program management and program learning tools in coordination with both users (OTI staff and implementing partners) and the IT and Training Teams;

● Respond to high priority and ad hoc research and analysis requests for information and taskers;

● Collaborate with colleagues and partners in the development and implementation of an office-wide knowledge management strategy that addresses needs and informs knowledge management capacity building, processes, tools, and systems, with the aim of fostering a strong learning culture;

● Assist Knowledge Management Specialists in providing technical assistance for OTI programs and partners in the field and advise OTI staff and implementing partners on knowledge management processes and tools that facilitate knowledge capture and sharing of political transition programming and practices;

● Represent and articulate OTI’s mission, work, programs, and knowledge management systems to select visitors, informational technology professionals, and other USG colleagues as well as develop and maintain professional relationships with other organizations and offices (in both the USG and externally) with innovative knowledge management approaches on behalf of OTI;

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● Fill critical needs for program management and implementation staffing in Washington, DC and the field including providing support to new OTI country program start-ups, country program management, and close-out; and,

● Serve on short-term assignments with other USAID offices or bureaus in direct support of OTI programs for a period not to exceed three months.

SUPERVISORY RELATIONSHIP: The Knowledge Management Coordinator will be supervised by the CPS/OTI Senior Learning Specialist or their designee, within the OTI Program Learning and Innovation (PLI) division.

SUPERVISORY CONTROLS: At the GS-11 level, the supervisor sets overall objectives and resources available, and works with the incumbent to develop deadlines, work to be done and methodology; incumbent is responsible for carrying out assignments, consulting with the supervisor on policy interpretations, and work is evaluated for technical soundness and effectiveness in meeting work objectives. At the GS-12 level, the Supervisor sets overall objectives and resources available and works with the incumbent to develop deadlines, work to be done; incumbent is responsible for planning and carrying out assignments, coordinating with others and interpreting policy in terms of established objectives. May also determine the approach to be taken and the methodology to be used, keeping the supervisor informed of progress.

PHYSICAL DEMANDS The work is generally sedentary and does not pose undue physical demands. If traveling overseas, the incumbent may be subject to some additional physical exertion including long periods of standing, walking over rough terrain, or carrying of moderately heavy items (less than 50 pounds).

WORK ENVIRONMENT: Work is primarily performed in an office setting. If the incumbent travels overseas, the work may additionally involve safety and/or security precautions, wearing of protective equipment, and exposure to severe weather conditions.

MINIMUM QUALIFICATIONS REQUIRED FOR THIS POSITION

(Determines basic eligibility for the position. Offerors who do not meet all of the education and experience factors are considered NOT qualified for the position. See detailed instructions for demonstrating Education/Experience under “Submitting an Offer”) At a minimum, the offeror must have:

At the GS-11 level: (1) A Master’s Degree with three (3) years of work experience; OR A Bachelor’s Degree with four (4) years of work experience; AND (2) Two (2) years of demonstrated experience using and designing knowledge management processes, systems or tools, facilitating organizational development/learning, strategic collaboration and/or adaptive management approaches. Three (3) months of demonstrated experience overseas or in a cross-cultural environment, including but not limited to: study abroad, living or conducting volunteer work in developing countries; paid or volunteer work for any of the following (either in the US or overseas): US government agency, an international assistance organization, local, state, or federal government office (foreign or domestic), a non-governmental organization, or a non-profit.

At the GS-12 level: (1) A Master’s Degree with four (4) years of work experience; OR A Bachelor’s Degree with five (5) years of work experience; AND (2) Three (3) years of demonstrated experience using and designing knowledge management processes, systems or tools, facilitating organizational development/learning, strategic collaboration and/or adaptive management approaches. (3) Six (6) months of demonstrated experience overseas or in a cross-cultural environment, including but not limited to: study abroad, living or conducting volunteer work in developing countries; paid or volunteer work for any of the following (either in the US or overseas): US government agency, an international assistance organization, local, state, or federal government office (foreign or domestic), a non-governmental organization, or a non-profit.

## *2. Knowledge Management Specialist, USAID, USA*

**Responsibilities**

* Provide facilitation, content management, and KM support for LEARN’s platforms
* Provide KM technical assistance to USAID/Washington and missions to improve their knowledge sharing and collaboration
* Develop and oversee USAID ProgramNet/Learning Lab governance and content sharing plan
* Create virtual community engagement plan(s) and tools
* Facilitate and backstop webinars and other learning events
* Assist in providing capacity building to LEARN team members and Program Cycle partners on KM best practices and methodologies
* Contribute to internal KM/learning to include:
* Supporting creation and maintenance of KM strategy
* Contributing to LEARN’s internal knowledge sharing tools (i.e. Google Drive, Wiki, Basecamp)
* Championing best practices among staff
* Assist with technical requirements analysis and documentation
* Support user testing and quality assurance for site development releases

**Qualifications**

* Experience managing content on websites or KM platforms
* Experience with fostering peer-to-peer learning spaces, including communities of practice
* Knowledge of needs assessments and/or requirements analysis
* Ability to build and manage complex relationships with clients, partners, and other stakeholders
* Strong facilitation skills
* Strong attention to detail
* Familiarity with Drupal and Sharepoint is a plus
* Excellent communication and writing skills
* Ability to work both independently and collaboratively within a team
* Knowledge of USAID and their operations preferred, as well as an understanding of the unique environment in which USAID projects operate; experience with other international development institutions is also helpful
* Master’s Degree and four years’ experience in strategic learning and KM, or Bachelor’s and an additional two years of experience
* Familiarity with international development
* Three years’ experience in project management related work

## *3. Knowledge Management Specialist Booz Allen Hamilton, USA*

Key Role:

Support Booz Allen Hamilton's knowledge management team to execute strategic and tactical knowledge management related initiatives.

* Conduct process mapping and data-gathering and analysis activities with clients, including facilitating process mapping sessions, compiling process inventories, conducting interviews, and developing process inventories, process maps, and knowledge maps.
* Recommend and execute KM strategies, plans, processes, and tools, including decks, KM Assessment Reports, and KM Roadmaps to improve the client's KM practices.
* Assist with standing up and managing the client's KM repository, including developing a content management strategy and gathering and managing content for the repository.
* Coordinate with a diverse group of government stakeholders to conduct these activities.
* Learn quickly and complete important assignments on a short schedule.
* Contribute functional expertise to the management of client deliverables, develop client-ready products, including briefings, reports, and internal communications, and leverage industry best practices in knowledge management strategy and change management.

## *4. Knowledge Management Administrator, Tacoma Water, USA*

Do you find personal satisfaction from building something from the ground up that will bring real value to our organization well into the future? Are you the type who enjoys solving complex puzzles? Do you like the idea of being a part of a team focused on your personal success and professional growth, as well as of those we serve? If any of this resonates with you, this job and Tacoma Water might be the place for you.  
  
The Knowledge Management Administrator is a key role within Tacoma Water. This role will be responsible for strategic development, and day-to-day management, of the Knowledge Management system and processes for the organization. The Knowledge Management Administrator will establish innovative methods of knowledge collection and dissemination to internal staff.  
  
Our Asset and Information Management team is developing an organization-wide Knowledge Management program across all of Tacoma Water.  
  
In this role you will be joining a team that is truly focused on your success and professional development. This is a cornerstone of our team culture. With the program in the early stages of development, the potential for career advancement opportunities in this role are substantial and exciting.  
  
Tacoma Water has a proud tradition of operating and maintaining one of the country's oldest municipally owned water systems. We own and operate over $1 billion of assets that provide high-quality water to more than 320,000 direct service customers throughout Pierce and King counties. Our mission is to provide clean, reliable water now and in the future.  
  
Asset and Information Management Section is led by Heather Pennington, Deputy Water Superintendent.  
  
The Information Management team is led by Mike Gray, Assistant Division Manager.  
  
You will interact with staff from all levels of our organization, from executive leaders to our project team members. You will play a vital role in the development of systems, processes, and tools that will ultimately help support knowledge management across all of Tacoma Water.  
  
**Responsibilities include:**

* Provide direction regarding Knowledge retention and transition planning to ensure improved communications.
* Monitor and maintain an effective change control process to ensure all content is relevant and compliant to policy, procedures and standards.
* Review Reference Guides and process documents as new materials are developed.
* Design and deploys tools, workflows, job aides to support new or existing practices and procedures to ensure consistency in appearance and content.
* Identify appropriate delivery methodologies based on audience learning styles, nature of content to be delivered within the context of business needs and constraints.
* Explore new methods for delivering content in relevant ways to include text, video, and other emerging options.
* Seek feedback to ensure materials are developed as required and to identify improvement opportunities.

**THE COMMUNITY**

Tacoma is a mid-sized urban port city that sits along the Puget Sound with a population of nearly 210,000. The third largest city in the state of Washington, it is a diverse, progressive international gateway to the Pacific Rim.  
  
Tacoma boasts the state's highest density of art and history museums, and is home to a flourishing creative community of writers, artists, musicians, photographers, filmmakers, chefs, entrepreneurs, and small business owners who each add their unique flair to the city's vibrant commercial landscape. The iconic Tacoma Dome has endured as a high-demand venue for some of the largest names in the entertainment industry.  
  
A magnet for families looking for affordable housing options in the Puget Sound area, Tacoma also draws those who prefer to live in a more urban downtown setting with competitively priced condos and apartments that feature panoramic mountain and water views.  
  
Tacoma's natural beauty and proximity to the Puget Sound and Mount Rainier draws hikers, runners, bicyclists, and maritime enthusiasts to the area. Its lively social scene is infused with energy by thousands of students attending the University of Washington Tacoma, the University of Puget Sound, the Evergreen State College Tacoma campus, and Tacoma Community College, as well as a number of local trade and technical colleges. Its prime location – just 20 minutes south of the Seattle-Tacoma International Airport, 30 miles north of the state capital in Olympia, and within 10 miles of the U.S. Department of Defense's premier military installation on the West Coast – only adds to Tacoma's desirability. To see a few of the great things Tacoma has to offer, view this YouTube Video!

**QUALIFICATIONS:**

* Knowledge Management skills and behaviors normally acquired through a related bachelor's degree (or equivalent) experience and 5 or more years related work experience;
* Advanced analytical/problem solving and research skills;
* Proven experience in collaborating and working closely with counterparts and customers by providing timely and regular communication, enhanced knowledge management, and training opportunities for all staff;
* Experience as an Administrator of a SharePoint Document Management system required;
* Effective communication skills for delivering content feedback, writing reports/proposals and making presentations;
* Ability to work independently and lead others during projects.

## *5. Consultant - Knowledge Management, Arup, UK*

Location: Whitehaven

Closing Date: 18th March 2021

Arup is an independent firm of designers, planners, engineers, consultants and technical specialists offering a broad range of professional services. Through our work, we make a positive difference in the world.

**The role**

We are looking for a Consultant to fill the gap within our Knowledge Management (KM) delivery team at our Whitehaven office. The candidate will provide support in delivering ongoing KM projects with key clients across Cumbria.   
Knowledge Management – working closely with the KM Project Manager / Subject Matter Expert with a specific delivery focus on KM. This includes:

•    KM project management including planning, project reviews, and stakeholder engagement.  
•    KM strategy development and deployment.  
•    Knowledge risk assessments and risk mitigation plans.  
•    KM tools and techniques development and deployment.  
•    Communities of Practice development, standardisation, facilitation and optimisation.  
•    Cross organisational knowledge sharing and collaboration including the use of collaborative platforms.  
•    Technology, media and applications requirements capture and support.  
•    Project delivery – leading on the diagnostic of operational performance opportunities, development of recommendations and presentation of solutions that address a range of client needs and challenges, business case development, performance improvement activities and benefits delivery.  
•    Project management – working within a team, responsibilities will include planning and organising, coordinating activities, tracking and reporting on project delivery, client liaison.  
•    Business development – working with the Arup project Manager/Director and client to scope requirements and prepare proposals, developing client relationships, building internal and external networks.  
•    Support project economics by demonstrating good commercial discipline and leading to ensure the project commercially delivers against Arup’s business plan.   
•    Apply knowledge and proven application of business change and organisational development tools and techniques to make a recommendation to client challenges.  
•    You will work in multidisciplinary teams, typically comprising a mix of other competences. Team size varies depending on scope and scale of our client’s brief. All of our work is overseen by a suitably qualified Project Director and Project Manager whose responsibilities are to guide and support you, and to ensure that our client needs are met appropriately and in a timely manner.

**Requirements and skills**

•    Typically, a first degree and / or master’s degree and / or extensive experience in business management / knowledge and information management. However, KM is a wide specialist area and we are looking for someone who can quickly grasp KM principles and apply them.  
•    Professional qualifications Required: Chartered or working towards or considering becoming Chartered with a relevant institute.  
•    Master’s degree in business management / administration or KM (desirable).

**Reward and benefits**

We offer a competitive salary at all levels, and one of the best benefits packages in our sector.

Core benefits include cover under the UK Healthcare Plan (private medical insurance), Life Assurance, Accident Insurance, and Income Protection (long term disability) cover. Core benefits are funded by us and made available to all permanent staff in order to support and safeguard your financial, physical, and mental wellbeing. You will also have access to a grade-related Flexible Benefits Fund which you can choose to take as extra cash or spend on a wide range of Choice Benefits to help with your work/life balance and financial security.

In addition, all permanent employees are eligible for the Global Profit Share scheme. Subject to scheme rules employees can receive two Profit Share payments per year, which are dependent on the firm’s financial performance.

## *6. Information and knowledge management team leader, Médecins Sans Frontières (MSF) Spain*

**Title:** Information and knowledge management team leader

**Location:** Barcelona, Geneva, Brussels, Paris, Amsterdam

**Contract:** Permanent - Full-time position

**Reporting to:** Deputy Secretary General

**Starting date:**September 2020

**Application deadline:** 9th August 2020

**MSF INTERNATIONAL**

Médecins Sans Frontières (MSF) is an international, independent, medical humanitarian organisation that delivers emergency aid to people affected by armed conflict, epidemics, healthcare exclusion and natural disasters. MSF offers assistance to people based only on need and irrespective of race, religion, gender or political affiliation.

MSF International is the legal entity that binds MSF’s 21 sections, 24 associations and other offices together. Based in Geneva, MSF International provides coordination, information and support to the MSF movement, and implements international projects and initiatives as requested.

**POSITION BACKGROUND**

The Information and knowledge management team seeks to manage and fully exploit information assets across the information life-cycle. The team does so securely and intelligently in order to deliver a high-quality user experience, improve productivity and collaboration, in a networked environment which supports innovation. The Team supports IO staff in the provision of services to its broad user community, whilst adhering to its legislative and internal policies.

**PLACE IN THE ORGANIZATION**

The Information and Knowledge Management Team Leader reports to the Deputy Secretary General and works closely with the Head of Resources and the ISM Coordinator.

**OBJECTIVES OF THE POSITIONS**

The Information and Knowledge Management Team Leader will have these main objectives:

* Information and knowledge management: Making sure that important shared documents and other information content are made easily accessible to those who need them, regardless of which part of the organization produces them. Through the use of knowledge asset audits will identify high-priority information for sharing, and taxonomies and information architecture to ensure they are easily findable. Ensuring that critical decisions, plans and activities are documented and made easily accessible to anyone who needs to refer to them.
* Community and Collaboration: Bringing together knowledge from different parts of the organization to develop better ways of working, while ensuring effective communication of knowledge between teams and workgroups.
* As part of the Information and Knowledge management team, the Information and knowledge management team leader will participate under the supervision of the IO Deputy Secretary General to the development of workspaces and collaborative tools.

**MAIN RESPONSABILITIES**

* Develop, together with the leadership of the organization, the vision, objectives, metrics and deliverables of the KM implementation;
* Define and test the KM framework through the testing and piloting phase, and ensure that the KM framework operates effectively and efficiently;
* Ensure that the KM framework delivers value to the organization;
* Act as a champion for the corporate vision of KM;
* Manage MSF International Intranet and insure support to end users.

**Information and knowledge management:**

* Develop Knowledge management strategy;
* Define and Manage knowledge management practices as well as design knowledge distribution policies and encourage use of the practices;
* Analyzing the effectiveness of the knowledge management programs by observing its usage and evaluate its impact in terms of the organizational benefits;
* Interact with the staff members, unit managers and other stakeholders. Act as a mediator to answer the queries of the staff about the knowledge management products and practices;
* Utilize the knowledge base resources and design a training module for the staff to help them access the knowledge management tools;
* Encourage the staff and workers to share knowledge effectively and efficiently;
* Ensure a proper records management program is setup and maintained.
* Represent the IO at the KM Club.

**Community and Collaboration**

* Lead the analysis of internal social networks and formation of communities of practice within the organization;
* Develop the on-going strategy and shape for the Collaborative Workspaces;
* Perform user requirements gathering and translate into functional, technical, and project requirements;
* Lead the implementation of pilots and full system roll-outs of the Collaborative workspaces in each operation, including content migrations, communication plans, and engagement and success measurement strategies;
* Together with the IO Coordinators develop and oversee governance and community management best practice guidelines, permissions and approvals processes;
* Ensure ongoing support, training and guides for content authors and Intranet users;
* Measure and report on the usage of the intranet through the analytics package incorporated within the system;
* Liaise with vendor and internal software development teams as necessary to build collaborative workspaces functionality;
* Maintain up-to-date awareness of relevant market trends and technologies relating to collaboration tools and online content deliver.

**PROFILE**

**Required**

* Genuine interest in and commitment to the humanitarian principles and challenges of MSF;
* Relevant academic degree or equivalent significant experience within the area (IT, audit, risk analysis, information sciences);
* IT skills;
* Knowledge in O365 and more specifically SharePoint is mandatory;
* Experience in digital information management;
* A minimum of 3 years’ experience in a similar position;
* Complete fluency in written and oral English;
* Well-developed communication and interpersonal skills, including the ability to discuss technical requirements with a wide range of non-technical stakeholders;
* Ability to develop and deliver guidance, advice and training to staff about their responsibilities regarding data protection;
* Self-motivated, proactive, flexible and an effective organiser;
* Good team worker, but, at times, also able to work with minimum supervision;
* Able to travel internationally.

## *7. PROJECT MANAGER STRATEGY: KNOWLEDGE MANAGEMENT, SACYR Group Spain*

Sacyr is a global group, present in nearly 30 countries, listed on the Spanish stock market and which, for more than 30 years, has been committed to any challenge that transforms our society and improves the quality of life of citizens.

Our Engineering and Infrastructure, Concessions, Services and Industrial business units develop sustainable and profitable business management in constant search for technological leadership. We have a total portfolio of works and services of 41,001 million euros, characterized by its diversification and internationalization. But, without a doubt, the fundamental value of Sacyr is its human team: 30,000 people work with effort and passion in the design, management and optimization of infrastructures and services, with the aim of ensuring the well-being of the people who live in the countries in which we operate.

The talent of our great team of professionals is at the service of achieving the world we all imagine. And you can be part of that team. At present, in the SACYR Group we are immersed in a process of change and business expansion, and we are looking for a Project Manager for the Corporate Strategy area, where he will carry out Knowledge Management projects.

**Functions**:

• Participate in the development of policies and models for sharing knowledge and processes.

• Identify, analyze and promote the priorities of the different businesses and companies of the Group in the field of Knowledge Management.

• Coordinate and develop cross-cutting initiatives for the location, acquisition, generation, transfer and safeguarding of knowledge and information.

• Design and implement solutions, tools, policies and processes that contribute to the effective use and use of information systems and technologies.

• Incorporate and integrate innovative digital technology in the company with internal systems and processes, providing solutions and systems for continuous improvement that optimize said internal systems and current processes.

• Implement process reengineering methodology for the optimization of established processes.

• Define, plan and carry out strategies aimed at enhancing the brand globally.

**Job requirements:**

• Higher degree in Engineering, Economics, Business Administration and Management, etc.

• Essential C1 level of English. Tests will be conducted during the selection process.

• At least 5 years of experience in strategic and process consulting. Essential experience in Big Four.

• Knowledge and technical skills regarding new technologies and digital tools.

• High communication skills, both oral and written, as well as high planning, flexibility and empathy skills.

• A broad strategic vision of the area and the business will be highly valued.

We offer you the opportunity to work in a multinational company that is listed on the Spanish stock market and a diversified field of activities, where you can develop your professional career.

**Level of Experience**

Intermediate control

Sector

• Building

• Infrastructure services

• Environmental services

Job Type:

* Full time
* Job functions

• Strategy / planning

• Consulting

• Projects management

## *8. Knowledge Management Consultant, MetLife (Global)*

**Role Value Proposition**: MetLife is leading the global transformation in its industry and we are looking for you to work with the business to provide innovative Knowledge Management (KM) solutions by using the following processes - assess KM needs to identify gaps and then select, design, build, and deliver/deploy.

Once KM solutions are delivered, you will continually measure and improve them.

Additionally, you will support and participate in the project management for the KM portion of projects.

Building and growing strong relationships with our business partners to better understand their business and needs will be critical to your role and your ability to deliver impactful KM solutions for the business.

The Knowledge Management group is a diverse team of KM consultants, solution builders, and project managers enabling partner business units to achieve their goals through the provided KM solutions.

**Key Responsibilities**:

* Use the KM solutions process to work with our customers, stakeholders, and other project team members to identify, select, design, build, and deploy KM solutions that enable the associates to better complete job tasks and the business to better achieve its goals.
* With supervision,
  + oversee small KM projects or small KM portions of business/information technology (IT) projects.
  + develop detailed work plans, schedules, project estimates, resource plans, and status reports.
  + establish partnerships with the business, stakeholders, and IT that facilitate and enable translating business needs into KM solution requirements.
  + contribute to and participate in providing updates to business leadership regarding project status and the application and implementation of KM solutions and related technologies.
* Provides information, support, and/or training to associates to better use KM solutions, develop KM related skills and/or help resolve problems regarding assigned KM solutions and system(s)
* Performs other duties as assigned or required

## *9. HP Knowledge Advisor Job Description – Asia Pacific Region*

**Role Objective:**

* Help drive the Knowledge Capture and Reuse processes within Asia Pacific (AP) by assisting Bid Managers, Project Managers (PMs), Solution Architects (SAs), and Consultants in accessing and using Engagement Knowledge Management processes systems and tools.
* Provide advice and KM consulting to project teams and individuals to increase reuse and repeatability across the region.
* Network with Subject-Matter Experts (SMEs) and other AP and Worldwide KM resources to identify and deliver required knowledge, expertise or collateral to K-Advisor callers requesting assistance.

**Key Accountabilities:**

* Act as a broker to connect people to the appropriate SMEs
* Where appropriate provide expert advice based on personal subject matter expertise
* Assist users in searching for selling and delivery reusable collateral.
* Assists users that are wishing to contribute new or improved collateral for possible reuse
* Help users get up to speed on the Project Profile Repository, SharePoint, Forums, Knowledge Briefs, and other KM tools
* Facilitate collaboration needs
* Direct users to the right knowledge sources based on their specific needs
* Actively advice and guide project teams especially at bid development or project startup to ensure their collaboration workspace are established effectively and efficiently as well as to encourage the teams to search for Project profiles of similar projects to leverage and share.
* Solicit user feedback
* Conduct training on KM process, systems and tools
* Participate in other user support initiatives
* Provide Monthly AP K-Advisor report with key metrics, issues/problems with KM process, systems and tool, and recommendations

**Skills**:

* Good people and communications skills
* Able to quickly learn about tools and processes
* Eager to be of help to users
* Subject matter expert in a solution set or discipline, e.g., PM, SA, Test Manager
* Demonstrated understanding of C&I business initially, later expanding to the other business units
* Excellent planning and organisation skills, tracking and monitoring a range of activities at any one time
* Good analytical & decision-making skills
* Flexible and adaptable
* Intellectually curious, actively keeps abreast of knowledge developments
* Uses own initiative, demonstrates a creative approach to problem solving
* Strong analytical skills
* Drive and resilience to achieve challenging objectives
* Calm and collected, even when under pressure maintaining a high level of performance

**Experience**:

* 3-5 years team leader/project manager/solution architect experience
* 2-3 years business pursuit/customer engagement experience

**Reporting**:

* Reports to HP Services KM Lead

## *10. Manager/ Senior Manager Knowledge Management – Sport Singapore*

At Sport Singapore, we aspire to transform the nation through an active lifestyle designed around innovative, fun and meaningful sporting experiences. Sport has the unique ability to bring people together through play, regardless of age, gender, race, ability or social status. It imparts life values, nurtures character and builds resilience. It inspires and evokes the Singapore spirit through shared experiences and strengthens our national identity. We help Singaporeans Live Better through Sport. Sport Singapore is constantly on the lookout for individuals who are passionate about what they do. Anchored in our values of Passion for Sport, Strength through Teamwork and Care for People, we believe in working and playing, not just as a team, but also as a family.

**Responsibilities**

You will be reporting to the Team Lead of Career and Professional Development, part of the Human Capital Team. In this role, you will be part of the team to;

* Develop Knowledge Management Framework, work plan and oversee the implementation of various knowledge management initiatives and systems to achieve the strategic intent.
* Reengineering of business process and Data Management within the overarching framework for corporate knowledge management.
* Review system testing, integration testing and date conversion documents to verify that specifications are met
* Engage stakeholders to identify, prioritise and implement initiatives to create, capture and share knowledge.
* Develop engaging learning content (e.g. e-learning modules) in collaboration with subject matter experts.
* Develop processes to continuously improve training effectiveness

**Requirements**

We are looking for self-motivated individuals who value integrity, teamwork and take pride in going the extra mile to provide excellent service to stakeholders and the community. This individual should be a sport advocate through living an active lifestyle and staying active. In addition, an ideal candidate should possess the following;

* At least 5-8 years of relevant working experience, in the areas of Knowledge Management or Information Management or related field is preferred
* Able to demonstrate good oral and written communication skills, effective negotiation and good inter-personal skills.
* Able to demonstrate experience in Knowledge Management.
* Strong stakeholder engagement and management
* Passion for promoting knowledge sharing and learning
* Self-motivated, able to work independently and as part of a team

Only shortlisted applicants will be notified. The level of offer will commensurate with applicants’ experience and track records. Successful candidates will be offered a 2/3- year contract in the first instance.

## *11. Manager/ Senior Manager, Knowledge Management and Governance, National Heritage Board Singapore*

We have created a brand-new role within the Strategic Planning & Data Management division. We are looking for someone who believes that knowledge management is critical for organisation efficiency. Policies and processes are your cup of tea and you like to put in place structures and standards to ensure that our data is in order. You are not afraid to get your hands dirty to implement such structures and governance measures. If this sounds like what you are looking for, we would like to hear from you!

**Responsibilities**

* Develop and implement data governance policies and processes, including the improvement of data quality and the protection of sensitive data for NHB’s Knowledge Management systems
* Define roles and responsibilities related to data governance and ensure clear accountability for ownership and custodianship of data for the heritage sector
* Assess impact of government data policies and related regulations such as PDPA and GDPR to business operations. Conduct market scans and create/update policies and processes to ensure compliance
* Develop data standards within NHB and across the heritage sector to facilitate data collaborations within WOG and with external stakeholders. Adopt best practices and ensure alignment across the greater culture sector
* Partner with business divisions, IT groups and industry stakeholders to ensure a common understanding of data governance and advocate data management practices throughout the data lifecycle
* Develop and conduct training and associated communication rollouts to internal and external stakeholders for data governance initiatives
* Ensure that there is internal compliance with established IT security and governance policies and standards
* Provide guidance to internal stakeholders on areas of data governance and compliance checks and investigate data incidents and assess risk of non-compliance to policies

**Requirements**

* Tertiary qualification in computer science, knowledge management, information technology or a related discipline, with at least 3-5 years’ relevant work experience. A Master’s degree in knowledge management is advantageous
* Experience in policy work within a government agency / ministry
* Knowledge of data governance and experience with data privacy regulations and laws, e.g., PDPA, GDPR
* Strong written and verbal communication skills, as well as an analytical mind.

## *12. Senior Manager/ Manager Knowledge Management, Ministry of Culture Community and Youth, Culture Academy, Singapore*

You will play a part in championing the development of the next generation of Singapore’s cultural leaders in the public and private sectors, in-line with MCCY’s strategic priorities of fostering a caring people, cohesive society, and confident nation.

In support of these objectives, the Capability Development Team in CA drives efforts to upskill cultural leaders’ leadership skills, and provide opportunities for our leaders to build their capabilities in cross-sector research that will help to inform them of good policy and decision making for the benefit of the sector and nation.

You will work closely across the three teams in CA and various stakeholders to develop knowledge management processes and systems.

This post is available for the Academy’s Digital Transformation.

**Senior Manager/Manager (Knowledge Management)**

You will develop specialist knowledge of and monitor trends and developments in the arts and heritage sector, including adjustments required as a result of COVID-19. You will work closely with related divisions within MCCY, Key Statutory Boards such as the National Heritage Board and National Arts Council, as well as cultural institutions. You will be spear-heading the COVID-19 documentation project, to track and analyse the developments for the arts and culture sector locally and internationally due to the impact of COVID-19. You will be responsible for putting together a case study and/or publication on the findings, that can be circulated to policy makers locally and internationally to share learning points and best practices. You will also be responsible for setting up the Culture Academy’s knowledge management processes and systems to ensure that institutional memory and all related knowledge, creative works created are documented for future use.

**Key competencies for candidates include:**

* Strong analytical and writing skills with strategic perspective when translating findings
* Experience in research, policy or strategic planning in the public/private sector would be an advantage
* Strong engagement and collaboration skills with the ability to engage diverse stakeholders across all levels
* Experience in setting up knowledge management processes and systems

This is a contract of service position for a duration of up to 12 months. \*\*Candidates who have previously applied need not re-apply.

## *13. Director IT Governance QA and Knowledge Management, SingTel*

An exciting Director IT Governance QA and Knowledge Management job has become available at a telecom company in Singapore.

About the Director IT Governance QA and Knowledge Management Role:  
You will provide consulting, oversight, and management of all methodologies, polices, frameworks and their success within group IT. You will create and execute the IT governance strategy and standards and be accountable for planning, leading and executing multiple key projects or programs all in order to enable governance and quality assurance, and KM within the group’s IT. You will develop and execute a solid change management strategy for governance and quality assurance, and KM execution within group IT, where department frameworks and standards currently do not exist and work processes are not clearly defined/documented. Key

**Responsibilities:**

* Provide insight and experience into the development and implementation of project management standards
* Evaluate project data, identify projects requiring intervention
* Coach project and domain managers on department processes, templates, tools, standards
* Understand and drive the adoption of project management and solution delivery methodologies, quality management and testing methodologies by project teams
* Create, implement and drive improvements across a reporting framework for group IT
* Provide training and support to enable teams
* Perform quality control for selected projects
* Provide consultancy on knowledge management
* Manage vendors
* Measure the effectiveness of existing project management
* Perform gap analysis to identify areas of improvement
* Continue to improve existing project delivery, service management and quality management methodologies

To succeed in this job, you will need to have the knowledge and experience in communications and people management skills, project management; knowledge and change management experience. The successful candidate must be detail-oriented, able to work on multiple tasks with conflicting priorities and have working experience in medium to large-sized matrix organisation. The role must focus on the strategy quality road map and building knowledge management within group IT, while maintaining operational oversight for BAU activities.

**Key Requirements**

* Degree in information systems or equivalent with at least five years of experience in governance, quality assurance or audit function
* 10 years of experience in a project, programme, knowledge and change management role delivering IT-based projects, in accordance with PMI standards and based on standard SDLC methodology
* Experience in service management or delivering project management office functions and services from a telecommunications environment or online/internet provider
* Proficiency with Agile and software delivery methodologies and execution
* PMP, PgMP or PRINCE2 certified
* Lean Six Sigma
* Experience working in outsourced and offshore projects
* Experience with business process engineering and creation/maintenance of standardised document templates
* Experience with project collaboration and project management solutions including MS Project, Clarity PPM, MS Project Server or similar platforms/solutions

This organisation is publicly listed and present across many countries. It has an outstanding reputation so its are looking for exceptional people that will bring positive attitude, teamwork and hardworking ethic apart from valuable experience within the ever-changing telecom industry. If you are driven, determined and want to take the next step in your career, this is the role for you.

## *14. Manager, Knowledge Management, (Quality Assurance), SingTel*

**Key Responsibilities**

* Responsible for development, implementation and embedment of Regional Group IT Governance frameworks, methodologies, Policy, procedures, best practices – standardisation of IT Service Management, Project Management Methodology, Solution Delivery Methodology, Solution Delivery Life cycle, Process Governance.
* Drive and implement project documents repository for centralised retrieval
* Provide advisory and Continue to improve existing Service Delivery teams, Solution Architects and Project Teams on best practices and governance relating to Solution Delivery Life Cycle.
* Act as a go-to expert in terms of IT Governance and Quality Management
* Build relationships with internal & external stakeholders and resolves any issues associated with the consulting and solution/project delivery activity and Service Management.
* Participate in internal audit of quality management and compliance of standards
* Monitor overall progress, resolving issues, evaluate project data, identify projects requiring intervention, escalate in a timely fashion to higher authority and/or implement corrective actions
* Manage the risks to ensure successful outcome of the projects
* Lead and manage end-to-end delivery of organizational change programs in support of aligning strategy, people, processes and structure
* Analyzing the market trends and competitors’ capabilities, developing concepts leveraging on emerging technologies
* Managing vendors, negotiations with suppliers and managing the procurement process

**The ideal candidate should possess:**

* Degree in Information Systems or equivalent
* PMP /ITIL certified
* 5+ years in project management with experience on complex digital projects
* 3+ years IT Governance and Quality Management experience
* Experience with Agile and Software delivery methodologies and execution
* Experience working in outsourced and offshore projects

## *15. Data Security and Knowledge Management Trainee, National Youth Council Singapore*

About National Youth Council (NYC). At NYC, we believe in a world where young people are respected and heard, and have the ability to influence and make a difference to the world. Together with our partners, we develop future-ready youth who are committed to Singapore by instilling in them a heart for service, resilience and an enterprising spirit.  
  
Creating Opportunities for All Youth to Be Heard, Be Empowered, Be the Change As the national agency for youth matters, NYC provides opportunities for youth to share their views, hear diverse perspectives as well as take action on issues that matter to them. We also aim to imbue youths with the values and skills to thrive in a globalised word while keeping a strong Singapore heartbeat. To find out more, visit www.nyc.gov.sg.  
  
As the Data Security and Knowledge Management Trainee, you will be working in the Corporate Administration unit. You will champion and develop a robust system to support data security and knowledge sharing in NYC.  
  
You will collaborate with both internal and external stakeholders to develop SOP on : 1) Data and Cyber Security (DCS) 2) Knowledge Management(KM) 3) Records Management (RM)

MAIN AREA OF COVERAGE:

* Enhance current DCS and RM's practices and processes (eg. E-registry, Data Security measures)
* Spearhead a KM framework for the whole organisation with data gathered via various engagement platforms, like focus group discussions, polls and surveys.
* Champion and coordinate learning platforms for NYC staff on DCS, KM and RM. Including learning journeys to share on best practices.
* Explore leveraging on technology to enhance knowledge sharing across whole of NYC and with MCCY.
* Provide administrative support to NYC Data Security Work Group and Registry Team.

COMPETENCIES

Proficiency with Microsoft office

Keen interest in DCS and KM field of work

Project and Time management

KEY REQ: Positive, independent, hardworking, resourceful, creative, meticulous, analytical, critical thinking and problem-solving worker with good communication skills.  
  
Development Plan

* Research & development; Curating DCS and KM related training programmes material.
* Digitalisation; In the new era of digital platform, the way people learn is constantly evolving. The trainee will have a better footing into the industry and in the area of 'digital' work, proper record managment, data security and its impact on a organisation.
* Project management, enhanced communication and collaborative methods to correspond with other colleagues and external stakeholders.
* Effective & efficient time management
* Deeper understanding of NYC's core mission of instilling Youths with heart for service, resilience and an enterprising spirit through various NYC, YCS's programmes, OBS outdoor adventure education

Interested applicants, please upload your resume/CV in PDF format. If shortlisted to the next stage, you will receive an email invite to a video interview.

## *16. Business Analyst – Knowledge Management, Government Technology Agency Singapore*

The Government Technology Agency (GovTech) aims to transform the delivery of Government digital services by taking an outside-in" view, putting citizens and businesses at the heart of everything we do. We also develop the Smart Nation infrastructure and applications, and facilitate collaboration with citizens and businesses to co-develop technologies.  
  
Join us as we support Singapore’s vision of building a Smart Nation - a nation of possibilities empowered through info-communications technology and related engineering.

Do you want to apply your skills, knowledge and energy to implementing ICT and digital solutions that will impact the lives of Singaporeans and the public? In GovTech, you can!  
  
As a Business Analyst - Knowledge Management (KM), you will be working in a Government Agency as a key member of the GovTech project team, comprising the Project Manager, Solution Architect (where applicable) and the Technical Services Consultant, to deliver ICT capabilities to realise Singapore’s vision of a Smart Nation.  
  
What to Expect:  
  
Your primary focus will be on the Functional, Technical and Information management practices aspects of the Knowledge Management (KM) project. In this role, you will work in a project team, in collaboration with Agency users and KM Champions, to:

* actively define and analyse the Agency’s Business and Information Management Requirements to derive a KM Framework and Strategy for the Agency
* lead and facilitate KM consultancy sessions to elicit the needs of various groups of knowledge workers
* develop the business case(s) and Tender Specifications for various KM solutions
* evaluate and recommend ICT solutions that best address the needs
* participate in the requirements gathering sessions and contribute to the development of the Functional/ Design specifications
* participate in defining the KM processes, practices and governance requirements
* develop the validation and acceptance criteria with agency users to ensure acceptance of ICT solutions
* review system testing, integration testing and data conversion documents to verify that specifications are met
* drive a smooth deployment, change management, adoption and operations of the solution
* analyse impact of requested changes (Operations & Maintenance phase)
* work with developers to understand and troubleshoot technical problems, as needed (Operations & Maintenance phase)
* undertake root cause analysis to fine tune, processes, governance and ICT-Enabled KM solutions

As a Business Analyst - KM, you are:

* pro-active, resourceful and self-motivated to innovate and take smart risks to achieve business goals and customer satisfaction
* able to take a broad, strategic perspective as well as drill deep to understand business needs and challenges
* able to facilitate discussions/workshops to elicit, manage and prioritise key business needs
* a team player with strong influencing and people handling skills

How to Succeed:

* Degree or Diploma in Computer Science, Information Systems, Information/Infocomm Technology, Computer or Electronics Engineering or related discipline
* Minimum 5 years of working experience
* Past training or experience in developing Enterprise KM Framework and/ or implementing Enterprise Content Management Solutions, Information Governance, Search and Taxonomy/metadata preferred
* Participated in full software development life cycles (SDLC), with past development experience
* Proven experience in IT business analysis, application solutioning and design, and testing
* Strong analytical, conceptualisation and problem solving skills
* Excellent communication skills, both oral and written, with the ability to pitch ideas and influence stakeholders

## *17. Senior Assistant Director/ Assistant Director of Knowledge Management & Corporate Services, Ministry of National Development Singapore*

**Responsibilities**  
As Senior Assistant Director/ Assistant Director of Knowledge Management & Corporate Services, you will be leading a team that ensures the smooth running of Corporate Services in MND and drives Knowledge & Records Management initiatives for the Ministry. You will be required to:-

Corporate Services

* Develop, implement and improve corporate administrative policies, processes and systems;
* Oversee the coordination of the Ministry's response to Parliamentary Questions and other parliamentary-related support;
* Provide logistical and administrative support to ensure the smooth running of the Ministry’s annual Committee of Supply debate; and
* Organise briefings and site visits for relevant stakeholders to enhance understanding of MND’s work.

Knowledge Management

* Develop, implement and improve MND’s records management policy and processes;
* Drive the adoption of good records management practices in the Ministry;
* Identify and implement process improvement and system enhancement initiatives;
* Capture, retain and share institutional knowledge of the MND Family of agencies through the conceptualisation and execution of Knowledge Management initiatives/projects; and
* Ensure the smooth running and administration of the Ministry’s Registry.

**Requirements**

* Experience with parliamentary processes is preferred; Background in knowledge management and familiarity with records management practices is an advantage.
* At least 5 years of working experience, with at least 2 years of supervisory experience.
* Able to work independently and as a team leader who can organise and marshal resources for project management and execution.
* Meticulous and proactive.
* Proficient in business process review and data analytics.
* Excellent writing, communications, and presentation skills.

## *18. Knowledge Management Lead Pfizer Singapore*

This position reflects the degree of importance that product and process Knowledge Management (KM) has at Pfizer, given its strategic role across the product lifecycle from New Product launch manufacture to subsequent technology transfer to other sites across the network. The Knowledge Management Leader will be responsible for delivering excellence in all aspects of product and process knowledge management at the site to improve the robustness of manufacturing processes. This person will lead the following activities as a part of the standard PGS KM program:

* Deployment of a standardized site KM framework in line with the overall PGS strategy
* Implementation and maintenance of KM processes and tools in line with the standardized network strategy
* Managing and leveraging lessons learned to enable continuous improvement of the process
* Establishment of manufacturing experience capture and sharing processes at the site to secure our intellectual infrastructure and improve operational efficiency
* Embedding behaviours as part of the deployment toolbox enabling a KM cultural shift

The position will be the site Point of Contact (POC) for KM processes and will be expected to lead the following areas:

* Build the site KM processes in line with the overall PGS strategy with support from deployment leads.
* Engage site leadership in KM awareness and processes with support from deployment leads
* Conduct and maintain the site KM maturity assessment
* Prepare and lead the site through KM program implementation and deployment
* Lead the continuous improvement of the site KM program

The successful candidate will champion all PGS KM efforts and help develop a strong culture of Knowledge Management excellence at the site.

POSITION RESPONSIBILITIES

Lead the deployment of the standardized KM framework for the site and to report on progress against set goals. The principal accountabilities of this position are:

• Establish KM Governance for the site with support from site sponsor and deployment lead

• Develop a sustainable plan to implement the KM operating standards and maintain the program throughout the product lifecycle:

• Development of a training plan to ensure cross functional colleagues have the necessary competency on KM tools and systems, and understand how they align with their roles and core site activities

• Implement the standard technical risk assessment process that supports manufacturing changes, investigations and technology transfers aligned with the broader PGS KM strategy and facilitate/support technical risk assessments at the site as needed.

• Implement the standard Process Understanding Plan (PUP) process at the site, aligned with the broader PGS KM strategy and facilitate/support PUP workshops as needed and ensure that handovers are conducted efficiently.

• Track, maintain and report outcome metrics for the site KM Program, and roll up to PGS KM Program.

• Create and manage a continuous improvement (CI) process to plan, check, and update the KM site process

• Create and manage a lessons learned (LL) process for product and process understanding knowledge and for the KM site process.

• Create and manage a site communication plan for KM program and processes with support from site sponsor.

• Lead the pilot, deployment and maintenance of new/future enterprise KM systems at the site

• Development of a process to capture and share subject matter expertise and manufacturing experience at the site

• Representation of the site on relevant network groups (e.g. PUP Working Group, the KM PMT, KM Learning Community).

ORGANIZATIONAL RELATIONSHIPS

All functions involved in the manufacture and release of our products: development, production, quality assuance, quality control, safety, environmental, financial, engineering & HR. Educational Requirements: Minimum a degree level or higher in an appropriate discipline

**Experience Required:**

* A minimum of 5 years experience in a pharmaceutical manufacturing or technical (process chemistry, process engineering, quality) role.
* Core Competencies: The Knowledge Management Leader will be required to have:
* Good facilitation and/or innovation skills
* Excellent technical capabilities including the development of training material and teaching colleagues
* Knowledge of the site’s internal organizational structure
* Good communication skills
* Ability to influence leadership and line management
* Comfortable leading in a matrixed environment
* Understanding of the compliance environment for KM (ICH and QRM)
* Good project and change management skills
* 6 Sigma and/or Lean qualification and experience would be beneficial
* Skilled at software systems

**Desired behavioral competencies:**

The successful candidate must truly believe in the fundamentals and positive impact of Knowledge Management and act as a Cultural Change Agent to create a Knowledge Environment that supports everyone everyday by:

* The ability to empathize and understand the working environments of their colleagues and their knowledge management requirements.
* Influence others and be able to lead through influence would be beneficial.
* The ability to build trust with all colleagues and be comfortable networking by connecting people to people through a KM Learning Community.
* Embrace the Pfizer Values of Courage, Excellence, Equity and Joy and embed these values within Knowledge Management behaviours and tools.

Pfizer is an equal opportunity employer and complies with all applicable equal employment opportunity legislation in each jurisdiction in which it operates.

## *19. Manager (Knowledge Management Structure) Ministry of Defence Singapore*

You drive the Singapore Armed Forces (SAF’s) learning analytics capabilities in improving learning experiences and effectiveness in various training institutes and schools. On this, you design and implement effective data collection workflows, as well as structure and implement data standards. In addition, you translate data into visual insights to guide decision making, as well as provide consultancy to stakeholders to help them improve learning contents and curriculum with data-driven analytics. Your challenge lies in identifying industry services and trends before proposing implementable solutions timely to improve learning experiences.

You must have a tertiary qualification, preferably in data science, computer science, or new media. Strong knowledge in data storytelling techniques and visualization tools (e.g. Qliksense, Power BI) is advantageous. You must have good written and verbal communication skills, and be able to work independently as well as in a team in a fast-paced environment.

## *20. UNDP Asia Pacific - Knowledge Management and Coordination Specialist (contract position)*

UNDP is the knowledge frontier organization for sustainable development in the UN Development System and serves as the integrator of collective action to achieve the 2030 Agenda for Sustainable Development. UNDP’s policy work carried out at Headquarters, Regional and Country Office levels forms a contiguous spectrum of deep local knowledge to cutting-edge global perspectives and advocacy.

In this context, UNDP invests in the Global Policy Network (GPN), a network of field-based and global technical expertise across a wide range of knowledge domains and in support of the signature solutions and organizational capabilities envisioned in the Strategic Plan to achieve Sustainable Development Goals (SDGs).

Within the GPN, the Bureau for Policy and Programme Support (BPPS) has the responsibility for developing all relevant policy and programme guidance to support implementation of UNDP’s Strategic Plan. BPPS plays a key role in strengthening knowledge management and policy guidance in UNDP including the coherence and quality of anti-corruption knowledge, which is coordinated by UNDP’s Anti-Corruption for Peaceful and Inclusive Societies (ACPIS) global project.

UNDP’s focus on knowledge management and compilation of lessons learned at country, regional and global levels has significantly contributed to consistent and coherent policy direction, rigorous quality standards and valuable service platforms.

ACPIS global programme is UNDP’s main vehicle for supporting and coordinating UNDP’s anti-corruption work both internally through UNDP regional hubs and country offices and externally with other relevant partners. In addition to producing knowledge products on relevant anti-corruption topics, UNDP also coordinates the interagency anti-corruption web-portal “www.anti-corruption.org”, which provides information by various thematic areas and also online courses on anti-corruption.

In Asia and the Pacific, UNDP is increasingly requested to provide support services to governments and private sector on developing transparent and accountable solutions that contribute to sustainable development in the region. These services are part of UNDP’s Bangkok Regional Hub’s (BRH) signature solutions on good governance and partnerships with the private sector to achieve the Sustainable Development Goals.

In 2018, BRH has launched a regional project on “Promoting a fair business environment in ASEAN” (2018-2021) targeting 6 countries: Indonesia, Malaysia, Myanmar, the Philippines, Thailand and Viet Nam.

The multi-year regional project- Promoting a fair business environment in ASEAN is carried out by UNDP in cooperation with the British government and aims to promote fair, transparent and predictable business environments by working with both governments and the private sector in a collaborative manner.

Working under the overall supervision of Global Anti-Corruption Advisor based in Singapore and Regional Anti-Corruption Programme Manager based in Bangkok, the **Knowledge Management and Coordination Specialist** will provide substantive support to global and regional anti-corruption teams in knowledge management and project coordination by drafting, revising and updating content of anti-corruption web portal in general and online courses in particular, liaising with relevant experts and partners for consolidating their substantive inputs aimed at improving the contents and materials of anti-corruption web portal, supporting in organization of regional and global events and supporting in other project management/coordination activities.

The incumbent will support the ACPIS global, regional and country level networks in maintaining the high quality of network knowledge products while allowing for the GPN on Anti-corruption to undertake new initiatives, exchange knowledge and information on anti-corruption.

The Knowledge Management and Coordination Specialist will support global and regional anti-corruption teams to effectively coordinate its work with other regional hubs, UNDP country offices, programme and donor partners, as well as other stakeholders

**Duties and Responsibilities  
  
Summary of Key Functions:**

* Support to knowledge management in content development and revision
* Support in organizing global or regional events
* Support in project management and coordination

1. Provision of knowledge management support in content development and revision, focusing on achievement of the following results:

* Support Anti-Corruption Advisor and Project Manager in developing content of new online course(s) and revising content of existing anti-corruption online courses;
* Assist global and regional anti-corruption teams in managing the contents of the “www.anti-corurption.org” web portal;
* Liaise with partners, experts and relevant colleagues to collect and consolidate inputs and reflect them in the knowledge products, online courses, and anti-corruption web portal;
* Actively promote the corporate standards in knowledge management and help ensure that content to be published in the workspaces is adequately tagged, named, summarized;
* Complete specific knowledge management activities in line with the work plan and build relations with external professionals and institutions, UN system agencies in support of knowledge sharing and management;
* Maintain the anti-corruption workspace at UNDP’s internal and external websites through updating with relevant documents, news and web links;
* Undertake other tasks as assigned by the Anti-Corruption Policy Advisor and Regional Anti-Corruption Programme Manager.

2. Support in organizing global and regional events, focusing on achievement of the following results:

* Support the global and regional anti-corruption teams in preparation of UNDP’s participation and representation at the major international fora such as the International Anti-corruption conference (IACC), GPN on Anti-Corruption, regional meeting of Anti-Corruption Agencies, etc. Liaise with both internal and external partners to organize side events, workshops and launch knowledge products.
* Liaise with other UN agencies and partners to engage on global advocacy and
* partnership events at the UN General Assembly and other major global conferences and events such as the CSW and ECOSOC meetings.
* Contribute to strengthening global anti-corruption network by providing support for community collaboration, knowledge sharing and networking;
* Update/maintain information on global and regional anti-corruption events and share through ACPIS social media accounts (twitter, YouTube, Facebook, etc.).

3. Support in project management and coordination as follows:

* Assist the anti-corruption team in monitoring the implementation of country level projects. Assist in monitoring and evaluation processes to measure the progress, document good practices and lessons learnt.
* Support the global anti-corruption team in strengthening global partnership on anti-corruption.
* Support in various project related activities such as developing capacity building tools, methodologies, development and implementation of training programmes, collecting best practices for sharing with other regions through existing networks.
* Carry out other duties as assigned.

## *21. Senior Associate Knowledge Management, The Enterprise Academy, Enterprise Singapore (ESG)*

The Enterprise Academy builds organisational capabilities for ESG to stay ahead of the curve. We attract and develop a bench of agile, innovative and collaborative future leaders for ESG; and deepen organisational core competencies through milestone learning opportunities and knowledge management.

You will work with a dynamic team to drive key knowledge management initiatives leveraging various platforms for Enterprise Singapore (ESG).

You will be involved in upkeeping and revamping the Knowledge Management (KM) system, assisting in KM projects, reviewing good practices and other ad-hoc KM tasks assigned to ensure key knowledge in ESG is retained and easily accessible by relevant personnel.

**Requirements**

* Degree with specialisation in Information or Knowledge Management or Business Studies
* An independent worker with good analytical, interpersonal and communication skills
* Candidates with knowledge and experience with SharePoint, data visualisation and analytics software, simple video and image editing skills will have an advantage. On-the-job training will be provided as well.
* Familiarity with learning methodology and technology will be advantageous

MinimumYears Experience : 0

## *22. Executive, Knowledge Management Registry, Public Service Division/ Prime Minister’s Office, Singapore*

**Responsibilities**:

PSD and PMO-SG share resources for Corporate Services. The shared services model provides the operating framework for effective use of resources in the areas of Finance, Office Management and Knowledge Management. The team ensures that the agencies practise financial prudence and optimize the use of resources. Corporate Services also plays an instrumental role in creating a conducive workplace that facilitates collaboration among the officers.

Your key responsibilities will include:

* Developing knowledge management capabilities within the organizations and providing knowledge management consultancy support for officers in PSD and PMO-SG.
* Planning and administering record management policies in PSD and PMO-SG. You will work closely with National Archives of Singapore on the records management statutory requirements for retention, preservation and declassification of records. As the custodian, you will play an important role in ensuring the safekeeping and ease of retrieval of records.

**Requirements:**

We are looking for self-motivated individuals who value integrity, teamwork and take pride in going the extra mile to provide excellent service.

* Highly organised with a keen eye for details
* Meticulous and committed to delivering high quality work
* Strong communication (both spoken and written) skills
* Strong internal and external stakeholder engagement and change management skills.
* Strong sense of responsibility.
* Ability to work well both independently and as a team member.
* Ability to exercise discretion and maturity in handling confidential information.
* Ability to work under tight timelines.

Only shortlisted applicants will be notified within 2 weeks after closing date.  
Successful candidates will be offered a 1-year temp contract in the first instance.

## *23. Senior Principal Consultant Knowledge Management, TÜV SÜD Centre of Excellence Singapore*

**Roles & Responsibilities**

Position Summary

The Centre of Excellence in Singapore is one of the key driving units of the TÜV SÜD wide digital initiative and is currently expanding its expertise in the area of Industry 4.0 (I4.0) and digital transformation.

The role of the Transformation Manager entails the development and implementation of advisory services to cater for an adaptable organisational development in line with technological I4.0 initiatives, applied to internal functions and departments, and to external customers as part of our I4.0 advisory service portfolio. This role furthermore includes the introduction, development and establishment of knowledge management best practices.

Close collaboration with partners, customers, research institutes, working groups, and internal stakeholders on different levels from different functions are essential to accomplish this job. The ideal candidate will possess sound knowledge of change and transformation management, project management, and strong communication skills.

**Key Responsibilities**

* Develop advisory services for the organisational transformation of companies catering to an adaptable organisational development (agile organisation) in line with technological I4.0 initiatives. Key target clients are companies active in the manufacturing sector and global supply chain.
* Acquire, secure, lead and manage respective client projects in close collaboration with I4.0 consultants to ensure successful commercialisation of the respective services.
* Introduce, implement and establish knowledge management best practices internally and develop knowledge management as a service being part of our I.40 offerings. Apply respective services to external customers.
* Educate and coach project team members, sponsors, and functional leaders on change management principles, tools, and their roles in effective change – internally and externally.
* Lead and manage the change communication internally and externally as part of the service offering.
* Consult with clients on their readiness to change to ultimately accomplish a successful I4.0 transformation.
* Provide strategic and operational advice on organisational change and transformation for developing I4.0 roadmaps.
* Foster and drive together with the Director a culture of high performance, excellence and agility.

**Key Requirements**

* Minimum of a bachelor’s degree, preferably in supply chain, industrial engineering, engineering, IT, business administration or economics.
* At least 5 years of experience in change/transformation projects, leading, guiding and coaching teams and team members undergoing change.
* Comprehensive project management experience encompassing the initiation, design, resources allocation and delivery and finalisation phase.
* Deep understanding of knowledge management covering methodologies, best practices, complemented by broad practical implementation expertise utilising tools and platforms.
* Excellent oral and written communication skills, ability to interact effectively with all levels of management
* Ability to effectively design and gain alignment among stakeholders
* Ability to work in international organizations and in multi-cultural teams
* Outgoing and positive attitude, independent and high level of integrity, willingness to go the extra mile

## *24. Deputy Director, Knowledge & Insights, National Volunteer and Philanthropy Centre, Singapore*

**About the job**

Change your day job. Transform Singapore into a Giving Nation through developing insights to inspire action via meaningful, action and impact-driven research.

You will lead a team to conduct mixed method research, analyse and present insights on giving to inform and influence key stakeholders, ranging from internal stakeholders in NVPC to external partners such as government agencies, non-profits, companies and funders.

We seek motivated candidates with the passion to make NVPC an evidence-informed and data-driven organisation, to carry out meaningful work at the intersection of non-profit, public and private sectors and to make a difference at national level.

**Job Responsibilities**

* Lead project team to manage and conduct end-to-end mixed method research projects such as large scale landscape study of giving behaviour and attitudes among individuals and corporates.
* Triangulate relevant data sources to better understand the giving landscape.
* Develop theory of change and reports on the state of giving in Singapore to inform and influence stakeholders on areas of needs.
* Support the Director in developing research agenda and management of the team.
* For each project, responsibilities include conceptualisation of research brief, project management, data processing, data analysis and developing reports and presentations to make recommendations for internal and external stakeholders to inform and strengthen strategies and practices.
* Manage collaborative research with partners such as government agencies, institute of higher learning.
* Communicate findings and insights to partners
* Conduct meta-analysis from various studies and data points.

**Job Requirements**

* Degree in Psychology, Sociology, Statistics, Mathematics, Economics, Business or other related field.
* Have been in managerial roles leading a research team.
* Have led national studies or carried our research
* Have qualitative research experience
* Have knowledge of the non-profit sector
* Able to use at least one statistical software (R, Stata, SPSS etc)
* Knowledge of dashboards
* Knowledge of scenario planning
* Good interpersonal and communication skills.
* Curiosity and interest in looking for data and statistics that creates value.

**Job Details**

**Seniority Level**

Director

**Industry**

Non-profit Organization Management

**Employment Type**

Full-time

**Job Functions**

Research

Analyst

## *25. Manager, Knowledge Management, National Healthcare Group Singapore*

**Job Description :**

The Challenges

You will be responsible in managing and growing the Centre for Healthcare Innovation's knowledge management initiative – Centre for Healthcare Innovation Learning and Development (CHILD) system. CHILD is a national initiative to create an open, learning repository for healthcare innovators in Singapore and beyond to connect, and to share knowledge on healthcare productivity, innovation and improvement. You will lead the system implementation of CHILD and ensure project milestones are delivered in a timely fashion and within budget. Working closely with stakeholders from various healthcare entities, you will also provide oversight on content development and curation for publication on CHILD.

* **Requirements**  
  Strong project administration, management and implementation skills  
  8-10 years of experience in project management, knowledge management or a related field
* Proven ability to solve problems creatively and navigating complexities
* Analytical, organised and meticulous
* Self-motivated, good leadership, interpersonal, and engagement skills with the ability to influence, persuade and communicate with both internal and external stakeholders
* A flair for writing, with a keen interest in keeping abreast with the latest healthcare trends to develop fresh content and ideas
* Passion for co-learning and sharing knowledge
* Good knowledge and experience with latest digital and social media platforms  
  Prior experience with Microsoft SharePoint is a plus