

## Knowledge Support

**Reports to:** Knowledge & Policy Manager

**Working in:** The Knowledge Stem in the Communications & Brand Pod

At Red Kite, we're a little bit different. We don't stand on ceremony, so forget things like silos, teams, directorates and instead think more organically! At Red Kite we don't just work for our customers, we work with them. Red Kite is all about realising the potential of our communities, helping our residents to shape an exciting future that offers better opportunities and life outcomes.

To help us achieve this, we take knowledge seriously. Our team members need to be able to support customers throughout their journey with us, whether they need an answer to a straightforward question, or they need to make a big change in their lives. In every instance, knowledge is at the core of what we do.

This role is part of our Knowledge Stem within the Communications & Brand Pod, where we focus on disseminating information to staff, ensuring they have what they need at all times, and can access it when it matters.

As our Knowledge Support, you will have a key role in maintaining KnowledgeSphere, our content database, to ensure documents are kept up to date and that we have the right information accessible for staff when they need it. You'll report to our Senior Knowledge & Policy Manager, and work alongside our Senior Knowledge Specialist.

### What we need you to do:

- Make changes to existing documents on instruction from expert staff around the organisation, and the wider Knowledge team members
- Ensure a clear audit trail is maintained at all times
- Use Microsoft tools including SharePoint and Word
- Keeping an eye out for issues and gaps in other team's processes, perhaps spotted during conversations about existing content. Escalating these to the Senior Knowledge Specialist for further discussion.
- Always remain customer-focussed in your approach, ensuring customers are at the heart of any solutions you offer
- Care about data cleanliness and completeness, ensuring the Knowledge & Policy Manager is able to provide accurate reports based on our data.
- Be methodical and diligent in managing the information in our library
- Be flexible when supporting staff, listening to what they need and being willing to support them in differing ways and through different channels – whatever allows them to interact with us best.

### What you will be responsible for:

- Supporting staff to keep their content up to date

### Where you have come from:

- A data and / or knowledge management background would be helpful

- Admin role experience
- An environment where customer-service was front and centre
- Experience at a housing association would be an advantage
- A place where continuous improvement was highly valued

**As a person, you will:**

- Be methodical
- Be good at both verbal and written communication
- Be willing to learn and open to change – this is a dynamic team, always looking for better solutions, so you'll need to move with us!
- Have excellent administrative skills
- Committed to the aims and ambitions of Red Kite Group and the broader issues of social housing