

Title	Knowledge Systems Advisor
Reports to:	Knowledge Manager (Content & Systems)
Job Family	3
About the Team	<p>The Eversheds Sutherland Knowledge Team is a dedicated team of 24 knowledge professionals. The team support the business in all areas of knowledge, including research support, current awareness, training, intranet development, resource and subscription management, precedents, guidance notes, know-how and supporting clients with training and knowledge services.</p> <p>The Content & Systems sub team, based in our Manchester office is seeking a knowledge systems advisor. The role will require office attendance 2-3 days per week. The content and systems team are responsible for knowledge systems and strategy for the Eversheds Sutherland's international network. These systems include our intranet, our knowledge management systems and our automated current awareness programme. These are essential systems to enable the efficient operation of a knowledge-based business and connect our lawyers seamlessly with the information they need to deliver excellent client service.</p>
Main Duties and Responsibilities:	<p>As knowledge systems advisor you will ensure our knowledge systems operate effectively and efficiently. You will directly line manage three direct reports. You will coordinate and deliver projects of varying size and complexity alongside your BAU work. Your role will involve working closely with key stakeholders across the legal and business services teams.</p> <p>Key responsibilities:</p> <ul style="list-style-type: none"> • Provide technical support for our SharePoint 2019 on-premise intranet. Play a key role in intranet development projects and implement and update intranet governance strategy and best practice. • Work with content editors and content owners on content management, including regular review and cleansing of content, new site creations and site restructures. • Maintain the firm's legal know-how collection and related taxonomies. • Manage our enterprise search engine, liaising with our third party provider OpenText Decisiv. • Implement and deliver metrics reporting on all knowledge systems. • Stay abreast of KM and intranet systems and methodologies and promote KM strategies in respect of the sharing of legal know-how practice and procedure. • Regular review of team processes including identifying and implementing efficiencies. • Monitor mailboxes as required, dealing with daily direct enquiries via phone and email. • Provide support as necessary to the knowledge manager. <p>Line management responsibilities:</p> <ul style="list-style-type: none"> • Supervise the workload, performance and development of three knowledge assistants. • Manage team rotas and work allocation.
Skills and attributes required for the role:	<p>You should have a proven track record in intranet or knowledge system development and experience of running small-medium projects.</p> <p>Key attributes include:</p> <ul style="list-style-type: none"> • Strong IT skills; prior HTML/CSS coding experience helpful • Knowledge of Microsoft SharePoint as a site collection administrator • Understanding of knowledge management and/or information systems • Excellent communication and presentation skills • The ability to build effective working relationships at all levels. • Strong organisational and time management skills to manage a busy

	<p>workload</p> <ul style="list-style-type: none"> • Demonstrable project management skills • Line management experience
Competencies required for the role (in addition to generic competency framework):	<ul style="list-style-type: none"> • A lively, energetic personality and a practical can-do mentality • A tenacious yet practical approach to problem solving • Self starter • Proactive, willing to challenge and confidence to identify and propose changes and improvements • Ability to work with minimum supervision in an autonomous and independent way, taking ownership of tasks and projects • A high level of attention to detail, to ensure an accurate efficient service is delivered at all times • A range of influencing, personal impact and communication skills that will ensure success and command instant credibility at all levels of the organisation • A willing, helpful attitude and calm professional manner, even when things are changed or required at short notice • Excited and challenged by the pace and demands of a corporate environment
Location	<p>Manchester although other offices may be considered.</p> <p>You will be expected to be in the office 2-3 days per week.</p> <p>The Knowledge Team provides a service for the whole of the Eversheds Sutherland international network.</p>
Salary	Competitive