

KM Solutions Lead

Job ID
REQ-10011030
Jun 24, 2024
Mexico

Summary

The Knowledge Management Solutions Lead (KMSL) is accountable for the successful implementation of KM solutions into the business. KMLS manages the assigned KM team to ensure high quality deliverables and exceed the expectations of our customers. They work closely with our stakeholders to understand the business needs as well as maintaining and developing the implemented KM solution. The KMLS is proactive, entrepreneurial and resilient—capable of thinking strategically while managing and motivating a team

About the Role

Major Accountabilities

KM strategy and solutions

- Responsible for the implementation of defined KM solutions (e.g. project plan and KPIs, design, development, ongoing delivery, continuous improvement)
- Work closely with Head of KM and the KM strategy roles to define the value proposition of KM solutions and to identify business opportunities to add value
- Become the expert and SPOC for the KM solutions implemented
- Define, lead and continuously improve key knowledge management activities as well as data-driven strategies to improve effectiveness of same, e.g.:
 - Knowledge mapping and prioritization, capture and creation, access and flow
 - Content lifecycle management and curation
 - Solution measurement and maintenance
- Establish the right methodology to create, review and revise metadata and to support the development and maintenance of taxonomies
- Deliver action-oriented, business-relevant insights in a clear and impactful manner: use data-driven storytelling, effective communication, data analysis and processing

Stakeholder management

- Own and manage the relationship with customers while delivering a KM solution: establish the appropriate governance and become a trusted business partner
- Think strategically about stakeholder management: identify, prioritize, understand and align stakeholders; pro-actively manage or pre-empt conflict; effectively influence toward positive outcomes
- Understand the business landscape and ensure all relevant change management and training activities are implemented to foster solution adoption and engagement

Team management

- Manage a multicultural project delivery team potentially based in diverse locations (Europe and India)
- Accountable for quality and timeliness of team deliverables
- Hands-on as required by the situation
- Monitor and manage risks, and escalate issues appropriately
- Responsible for local (India) people management (incl. talent development, workload balance, prioritization, etc...)

Ideal Background

Education (minimum/desirable):

Bachelor's degree in Business, Communications, Information Science, Knowledge Management or related.
Master's degree a plus.

Languages:

- Fluent English (both written and spoken)
- Fluency in additional languages a plus

Experience:

- 12+ years of experience with business consulting, knowledge management, content strategy and management, or related in a corporate or enterprise environment
- Must have people and team management experience, virtual and cross-cultural
- PMP or equivalent project management experience is a key requirement
- Experience working in multinational, multicultural environments required
- Experience working with and deriving insights from data a strong plus
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Abilities

- **Strategic Problem Solving:** ability to analyze business requirements and develop value propositions using existing methodologies, tools and technology
- **Dexterity and Continuous Learning:** ability to work confidently and independently in complex and ambiguous situations with minimal direction; and collaborate internally and externally with a strong customer-service ethic
- **Data and Analytics:** proven experience to capture, analyze and report on data; develop and communicate insights in a relevant and effective manner, and follow through on actions to improve the quality and efficiency of KM service offerings

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