

## JOB AND PERSON SPECIFICATION

<b>Job Title:</b>	Knowledge Management Assistant	<b>Grade: E</b>
<b>Reports to:</b>	Director, Knowledge Management & Information Technology	

### General Information

Communications, Public Information and Knowledge Management

This function, which is currently split into Communications and Knowledge Management, brings together the capabilities that enable COL to communicate effectively about its activities with external and internal audiences and to provide them with appropriate public and specialist information in a timely manner.

### Job summary

The KM Assistant (KMA) provides assistance to all staff so that they can manage their work plan activities effectively and efficiently. This includes managing a knowledge base of internal reports, technical support of website and Intranet, and an electronic filing system. The KMA helps research and find information; and also co-ordinates aspects of the function at the request of the supervisor.

### Task Description

- Design and maintain taxonomy and filing structure for the electronic filing system; provide training and technical support to maintain the system and monitor the accuracy of documents filed by COL staff.
- Maintain the central filing system (paper-based) for the organisation.
- Receive requests for the creation of web pages on the intranet and public website; determine the most appropriate technical way of achieving the desired results and complete the creation, including writing of html and specialised code. Maintain the existing website site and Intranet in collaboration with colleagues.
- When technical errors or other issues occur with web pages or other technical systems (e.g. eFiling, project management, xml templates and online surveys), analyse the problem, determine possible solutions while consulting as necessary to determine the most appropriate technical solution and implement it. Implementation may be effected by the incumbent or delegated to the most appropriate technical specialist.
- Supports the use of KM applications such as online surveys, online project management and other online collaboration tools.
- Provides assistance with software, training and user support to the KM Team and COL staff.
- Maintains a bring-forward file (or other tracking system) to bring deadlines, issues and contractual timelines to the attention of the supervisor in a timely manner.
- Files and retrieves programme data and information for supervisors in accordance with sound administrative principles and COL's filing policies.
- Where directed by the supervisors, conducts literature searches, documents and maintains information on activities and initiatives in the Knowledge Management area.
- In close consultation with the supervisors, maintain existing procedures relating to activities and initiatives within Communications, Public Information and Knowledge Management; and provide end-user assistance on KM applications.
- Other related duties as may be assigned.

Direct Reports:

- N/A

Person specification

Education:	Experience
<p><b>Essential:</b> Grade 12 Education Vocational qualifications relating to Secretarial skills (e.g. Certificate from Secretarial College) or equivalent, including technical aspects of website development.</p>	<p><b>Essential</b> 3+ years experience in a range of administrative and secretarial roles, preferably in an organisation working in either education or international development. Experience in developing internet sites using portals. Knowledge of HTML and related software.</p>
<p><b>Desirable:</b> Undergraduate degree or equivalent Training in website development and basic programming skills.</p>	<p><b>Desirable</b> Experience of electronic filing systems, DTP, project management and graphics programs.</p>

Competencies

Knowledge

- Expertise necessary to fulfil administrative responsibilities, including sound knowledge of basic contract law, excellent knowledge of COL's policies and procedures for agreements, and travel, and a reasonable knowledge of the issues relating to international travel, and accommodation.
- Some knowledge of project management and systems analysis methodologies, and web maintenance tools and techniques.
- Understanding of COL's governance structure and processes, as detailed in the governance and Operations manual.

Skills and Capabilities

- Curiosity and aptitude to seek solutions for technical challenges and desire to teach others.
- Ability to plan and execute assigned projects on time and within budget.
- Manage the implementation of eFiling including structural design, taxonomy, maintenance, relations with outsource company, user training and technical support; including template development, volume batch processing and error finding and correction.
- Ability to use, fault-find and teach the use of tools, such as eFiling, project management, online surveys software, calendaring and customer relationship management software, to manage office workflow, related to education, development and technology.
- Ability to graphics and internet development programs to technically manage the COL portal website and Intranet.
- Ability to prepare and manage agreements within COL's policy framework.
- Capacity to work within established policies and procedures, monitoring, evaluation and revision of existing policies and procedures.
- Ability to manage established financial budgets in an effective, efficient and judicious manner.
- Ability to work as a productive team member in order to carry out COL's plans with the framework of results-based management.
- Good written and oral communication skills.

### Personal Attributes and Behaviours required of All Staff

- Commitment to the ideals of COL, notably to the role of education as the key to human freedom and development and to the capacity of technology to enhance that role.
- Capacity to work in a multicultural office environment and to interact effectively with people from all Commonwealth countries; and readiness to adopt the working culture (timekeeping, time management collegiality, mutual respect, etc.) in the location of their job (Vancouver, Delhi, etc.).
- Ability to use office technologies effectively and to adapt to new technologies that may be introduced.
- Understanding of COL's governance structure and processes, as detailed in the governance manual.
- Capacity to research and retrieve information about COL's activities and issues related to its mission and programmes.