

JOB DESCRIPTION

JOB TITLE:	Knowledge and Information Manager
MANAGED BY:	Head of Service
GRADE:	11

BACKGROUND

The West of England Combined Authority is seeking to appoint a Knowledge and Information Manager to join the PMO team in the Infrastructure Directorate.

This is an exciting time to join the West of England Combined Authority. In the last year nearly three quarters of a billion pounds of new investment has been secured for the region. New plans are in place to deliver on Mayoral priorities to improve transport, skills and housing for our residents, take decisive action to tackle the climate emergency, and to support communities facing the cost-of-living crisis. There is a relentless focus on delivery to put the West of England on the map for regional, national and global success.

Led by the regional Metro Mayor, the West of England Combined Authority brings together three local councils, the Local Enterprise Partnership and works with communities, other public services, and industry to deliver for the region.

You will be a key player as we create West of England Sustainable Transport. We are delivering on the big transport improvements people in the region need and deserve, changing how people travel, making journeys affordable, reliable, enjoyable, and safe.

Come and help shape the future of the West of England, a place so many people are proud to call home.

THE ROLE

Reporting into the PMO Governance and Assurance Manager, the Knowledge and Information Manager will specialise in information and knowledge management for the Infrastructure Directorate. They will:

- Tailor the corporate Information management standards to meet the requirements of the Infrastructure Directorate and roll out.
- Establish and manage the lessons learnt process and analysis, and the knowledge capture process from projects, programmes and portfolios.
- Define and implement the directorate's data management requirements.
- Manage on the directorate's document management and project management processes.
- Own the directorate's tools, software, and systems, guidance and templates.

- Accountable for the development of the project management systems and tools in the directorate.
- Drive the design and delivery of a programme of high-quality P3M staff development activities, ensuring continuous improvement and supporting the development of skills and capability across the directorate's Project Profession.
- Lead on the directorate's knowledge management approach for project, programme and portfolio management.

KEY RESPONSIBILITIES

- Establish and document Information Management SharePoint Architecture.
- Develop the directorates forward plan for actions - including steering groups and Director level meetings.
- Manage the directorate's project, programme and portfolio knowledge management sites.
- Define data management requirements in the directorate and roll out.
- Establish standards for configuration management and roll out.
- Establish and own the PMO configuration management library for core templates, guidance documents and training.
- Create and maintain a central database/schedule of core project baseline and administrative data.
- Support delivery teams with implementing and managing information.
- Periodically review compliance with information management standards.
- On behalf of the Governance and Assurance Manager develop the change management and decision governance pathways.
- On behalf of the Head of Planning and Performance, own the directorate's capability development plan and talent management plan.
- Line manage one or more PMO Analysts; this includes performance management/appraisals and providing leadership, mentoring and coaching/support through regular 1-2-1s and other duties commensurate to the grade.

PERSON SPECIFICATION

ESSENTIAL (MUST HAVE)

Qualifications and Knowledge

- Educated to degree level or able to demonstrate equivalent professional experience in a relevant sector.
- Recognised Project / Programme / Portfolio Management related qualification(s) (P30, MSP, PRINCE2, APM etc.)

Experience

- Experience in developing effective scheduling within Information and Data management.
- Experience in developing and managing lessons learnt.
- Experience in governance and creating action plans.
- Experience managing small teams and resources.
- Experience mentoring and developing teams including developing individual

development/training plans.

- Experience of local authority / combined authority / government working methods and processes.
- Experience of working in a complex stakeholder environment at a senior level and can demonstrate ability to develop and maintain effective relationships.

Skills and Competencies

- Ability to persuade and influence colleagues to satisfy the client requirements.
- Experience using a range of PMO software including Microsoft Project, Visio, Project Online, Power BI.
- Excellent communication skills, clear and concise.
- Strong collaborator who can engage a variety of stakeholders.
- Excellent understanding of data management and can use it to provide effective and timely advice to clients/Project teams.
- Able to relate to all staff throughout an organisation, whilst remaining professional.
- Demonstrate the ability to work accurately under pressure with frequent changes of priority.
- Have demonstrated the ability to work with initiative and plan work for the team to meet conflicting and changing priorities.

DESIRABLE

Qualifications and Knowledge

- Professionally chartered or working towards chartered status

REWARDS AND BENEFITS

Alongside a competitive salary, we offer an excellent benefits package including:

- 26/31 days annual leave plus bank holidays
- Generous Employer-Contribution Pension Scheme through the Avon Pension Fund
- Cycle to work scheme and secure bike parking
- Free eye tests for all display screen equipment (DSE) users
- Discounted monthly bus tickets
- Hybrid working to split your week between the office and home to help you achieve the best work/life balance and career goals.

We have recently moved into a new bright, airy, modern office space, with all the latest technology, under a 10-minute walk from Bristol Temple Meads Train Station. We offer flexible and hybrid working options too if you would rather work from home, or another suitable location.

As an equal opportunities employer, we invite applicants to contact us to identify any additional support they may need during the recruitment process.

WE PAY THE LIVING WAGE

We're proud to have been accredited as a Living Wage Employer

Living Wage accreditation means that everyone working at The West of England and Combined Authority receives a minimum hourly wage of £15.17 - higher than the government minimum for over 23s, currently £11.44 per hour



It also means that anyone who provides services to, or has contracts with us, must pay the Living Wage, setting the bar for good employer practices in the region. This includes those who provide services to The West of England and Combined Authority, such as cleaning and facilities management contracts, as well as those who have contracts with us - such as IT providers.

WE ARE A FOUNDING MEMBER OF THE GOOD EMPLOYMENT CHARTER

We're proud to have been accredited as a founding Member of the West of England Good Employment Charter.

The [Good Employment Charter](#) is a voluntary membership and accreditation scheme aimed to create an active network of employers within the West of England that are committed to supporting the basis of 'good work'. The Good Employment Charter is defined by seven key characteristics of good employment: recruitment, secure work, Real Living Wage, developing people, health & wellbeing, flexible work and engagement & voice.

