



HM Courts & Tribunals Service

Job Title: Knowledge (Content) Manager

Reference
number

Role Profile ID



Role Purpose :

This role, responsible to the Head of Service Improvement, is responsible for creating systems for managing, developing and sharing knowledge by creating articles to be used by CTSC staff to provide an inclusive and accessible service to HMCTS's diverse users. They will ensure the content is suitable and that staff are retaining the knowledge provided. They will focus on the needs of the CTSC and the needs of the Knowledge Content team.

HMCTS is responsible for the administration of courts and tribunals across England and Wales and non-devolved tribunals in Scotland and Northern Ireland for supporting an independent judiciary to administer and improve access to justice. The organisation has a strong emphasis on delivery and a strong customer-focus, with evidence-led performance management key to its operations. HMCTS is embarking on a period of significant change which will see the organisation transform over the next 5 years to deliver a world class justice system. Our vision is to have an efficient and effective courts and tribunals system which enables the rule of law to be upheld, and provides access to justice for all. Our Courts and Tribunal Service Centres (CTSCs) will provide the first point of access for all users of courts and tribunals, ensuring that all cases are dealt with efficiently and effectively, providing a quality service and an outstanding user experience. They will be places where user queries are dealt with fully, cases are progressed in a timely manner and will ultimately provide the administrative backbone of the courts and tribunals system.

Role Specific Details	
Business Area	Strategy & Improvement
Working Pattern	Full Time (Part Time/Job Share to be considered)
Start Date	ASAP
Location (Region, City)	Stoke and Birmingham
Grade	B
Organisation Grade for MOJ	SEO
Salary (Starting)	£30,531
Role Type	Customer Service

Our inclusivity commitment: We aim to create an inclusive organisation in which employees from all backgrounds can give their best, are treated fairly and are valued for their contribution. The Civil Service aims to be the UK's most inclusive employer. HMCTS is proud to offer the guarantee interview scheme (GIS) for candidates with disabilities who meet the minimum selection criteria in support of this aim.



Knowledge (Content) Manager

Job Family	Customer Service	Reference number						
Job Sub-Family/Group	Customer & Process Improvement							
Grade Level	Band B (SEO)							
Role Purpose	This role, responsible to the Head of Service Improvement, is responsible for creating systems for managing, developing and sharing knowledge by creating articles to be used by CTSC staff to provide an inclusive and accessible service to HMCTS's diverse users. They will ensure the content is suitable and that staff are retaining the knowledge provided. They will focus on the short to medium term needs of the CTSC and the longer term needs of the Knowledge Content team.							
Key Accountabilities		Key Relationships / Contacts						
<ul style="list-style-type: none">Responsible for the creation and ongoing maintenance of the internal knowledge articles used by CTSC staff (QMCA), by using systems for capturing, organising and developing information to provide accurate and up-to-date information to customers/user when the customer/user need it, so that they can understand and participate effectively in the process.Supporting and advising the wider organisation on procuring, creating and developing and maintaining an efficient Knowledge Management system that can be easily accessed and understood by staff and support them in their interactions with users.Ensure Governance and quality assurance of new and existing Knowledge articles is performed, analysing data and reporting on article usage and knowledge retention and implementing plans to make changes based on results.Work closely with external communication and policy teams to ensure material is current and relevant and allocate work amongst team to update or create knowledge articles, based on customer/user need and quality and monitoring data or to reflect business or legislative changes.Devise system to allow staff to rate effectiveness of knowledge articles and monitor trends in usage and effectiveness in meeting customer/user needs/queries in order to support CTSC employee knowledge and drive consistency during interactions with users/customers.Devise system to test and analyse staff retention of knowledge and feed into People Development and Continuous Improvement teams, to ensure CTSC staff (QMCA) have the right knowledge to be able to support users/customers in their interactions with the HMCTS.Share good practice from employees and wider stakeholder groups to ensure service delivery is constantly improving for users.Work with People Development Team to support knowledge transfer from Knowledge article into actual staff performanceWork with Operations teams, Quality & CI/Change teams in identifying any knowledge articles that are identified as incorrect or no longer required are reviewed and maintained in line with current business processes, to ensure standardisation and consistency during interactions with customers and ensuring articles are kept up to date by the team.Monitoring trends in user retention of Knowledge and testing scores and devising strategies to improve retention rates where necessary.		<p>This role will communicate with Quality team, Complaints team, CTSC QMCA teams on the creation and maintenance of Knowledge articles to support QMCA staff in providing the right information to users. The role will also communicate with policy and national corporate Service Owner teams to determine new or changed information for inclusion in timely Knowledge articles</p> <ul style="list-style-type: none">Operations team managers & CTSC frontline staff – identifying needs for new or articles to support QMCA staff in interactions with usersChange & CI teams on new articles required due to business or legislative changesQuality teams on changed or new articles required due to staff retention / misinterpretation and effectiveness of articlesPeople Development Team on strategies for knowledge transfer and effective retention and usage of knowledge.						
		Strengths						
		Influencer						
		Team Leader						
		Service						
		Improver						
		Explainer Motivator						
		Decisive Change Agent						
Knowledge, Skills and Experience		Complexity Descriptors						
<ul style="list-style-type: none">Provide Leadership to the team, visibly demonstrating and embedding the new culture and ways of working for CTSC in delivering service excellence across all CTSC jurisdictionsKnowledge of Knowledge management system to be able to identify what information is available and when changes need to be made.Communication skills to explain complex information in simple to understand terms.People management skills to ensure team is working effectively together where necessaryWillingness to build knowledge of HMCTS people policies, including performance management, attendance management, grievance and disciplinary policiesKnowledge of business processes, quality and performance standards and KPIs, to be able to coach and support team where neededCoaching skills, to be able to support Knowledge team in improving service delivery		<table><tr><td>Problem solving</td><td>This role will make decisions on allocation of work amongst team and decisions relating to measuring the effectiveness of Knowledge articles, including strategies for testing staff retention and usage of knowledge article. This will require investigation and analysis into the correct content and format and creative solutions for testing knowledge retention rates.</td></tr><tr><td>Management of resources</td><td>Will line manage the Knowledge (content) Assistant team, likely to be a small-medium-sized team (10-12)</td></tr><tr><td>Autonomy</td><td>The role holder will work within a framework of set rules and established procedures with some limited discretion and supervision in the management of the Knowledge Content team. Access to line manager, (Head of Service Improvement) will be available.</td></tr></table>	Problem solving	This role will make decisions on allocation of work amongst team and decisions relating to measuring the effectiveness of Knowledge articles, including strategies for testing staff retention and usage of knowledge article. This will require investigation and analysis into the correct content and format and creative solutions for testing knowledge retention rates.	Management of resources	Will line manage the Knowledge (content) Assistant team, likely to be a small-medium-sized team (10-12)	Autonomy	The role holder will work within a framework of set rules and established procedures with some limited discretion and supervision in the management of the Knowledge Content team. Access to line manager, (Head of Service Improvement) will be available.
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**The leadership attributes for the role are:**

- Proud of their purpose
- Champions and communicators
- Creators of freedom within a framework
- Highly professional
- Good decision makers and problem solvers
- People focused
- Resilient, determined and action-orientated

Further information and guidance can be found in your candidate pack.

Apprenticeships: At HMCTS we are committed to developing our people. If you are successful in securing this role you may also be given the fantastic opportunity to complete an apprenticeship and gain a nationally recognised qualification whilst being paid, at no cost to yourself.

Location: These roles will initially be based in Stoke or Birmingham, but consideration will be given to move a role to another CTSC location at a later date, as the network expands and more CTSCs are opened.

Hours of work: CTSCs will operate between the hours of 8am-8pm Monday to Friday and 8am-2pm on Saturdays. Working hours will be agreed at the point of offer for successful candidates.

