



Job Description

Job Title: Knowledge Manager

Job Level: Band 4

Reports to: Head of Information Management

Reports: Knowledge Assistant

Location: Bar Standards Board, 289-293 High Holborn, WC1V 7HZ
Minimum 4 days per month in the office

Our Vision and Values

Our Vision

We will ensure that the BSB regulates the Bar in the public interest by promoting high standards, diversity and access to justice.

Our Values

Our People have told us that the behaviours they expect everyone to demonstrate for each of our values are:

Fairness and Respect

- Listen and include
- Respect and celebrate differences
- Challenge bias

Independence and Integrity

- Be accountable
- Be open
- Act on evidence

Excellence and Efficiency

- Learn and develop
- Collaborate
- Seek feedback to improve.

Purpose of the Role

The Bar Standards Board is setting up a new knowledge management (“**KM**”) function within the recently established Legal and Information Management Department. The KM function’s focus will be on ensuring that members of our regulatory decision-making teams have the right KM tools, systems, support and environment to take robust and high-quality decisions in an effective and efficient manner.

Our aim is to provide a “best in class” KM environment by ensuring that decision-takers are effectively inducted and have easy access to high quality and up-to-date policies, guidance and other “know how” which will add value and enable them to perform their roles effectively and efficiently.

The postholder will be responsible for the development of the KM function and services to support the regulatory decision-making teams and to foster a culture of knowledge sharing, while embedding and continuing to improve KM practice. The postholder will, as appropriate, be a member of project teams that explore enhancements and new technologies and will work closely with colleagues in Information Services, as well as others across the organisation.

General Responsibilities

Responsibilities will include:

- **KM strategy** - Supporting the BSB and regulatory decision-making teams (Regulatory Enforcement (including Contact and Assessment, Investigations and Enforcement, and the Independent Decision-Making Body Panel teams), Regulatory Standards (Authorisations, Supervision, Professional Standards and Examinations teams) and Policy (to the extent that they take regulatory decisions)) (the “**Core Teams**”) in implementing and overseeing the continuous development/maintenance of the organisation’s KM strategy and ensuring that this is developed in alignment with the BSB’s strategy.
- **Knowledge sharing** – Developing, promoting and fostering a knowledge sharing and continuous learning culture within the Core Teams and the wider BSB to promote cross-team collaboration, communication, coordination and continuous improvement to enhance decision-making processes.
- **Knowledge creation** - Creating, updating or facilitating the creation and update of KM policy (including creating or contributing to guidance on document retention and KM system governance), and working with the Decision-Making Policy and Guidance Manager to support decision-making policies and procedures, checklists, know-how, standard templates and precedents. Paying particular attention to knowledge requirements for effective on-boarding to the Core Teams and knowledge debriefs when a Core Team member leaves the BSB.
- **Knowledge content management** – Encouraging the creation of knowledge content and ensuring that knowledge content is uploaded and maintained on

relevant knowledge platforms (including the BSB's external website, where relevant) so that it is easily accessible to regulatory decision-making teams. Working with members of the Core Teams and colleagues in the Legal and Information Management Department to develop an appropriate taxonomy of tags to be used within KM technologies (such as SharePoint) that seek to improve the searchability of the systems for users. Tagging or overseeing the tagging of knowledge materials by the Knowledge Assistant according to the classification system that is adopted.

- **KM Systems** - Working with Information Services (e.g., technology team) colleagues to ensure appropriate provision of KM technologies in the BSB and to the Core Teams to allow effective collection, storage, curation/governance and sharing of knowledge resources within the BSB and between the Core Teams (including overseeing migration of content between systems and developing systems usage/governance guidance). This could include responding to any Core Teams need or desire for AI-assisted tools or other new systems, and working with Information Services and others to understand requirements and select products.
- **Current awareness and horizon scanning** – Monitoring, curating and promoting relevant developments in law and practice on key topics such as professional misconduct, enforcement, regulators' decision-making, privilege, data protection, etc. in conjunction with the Legal Team to ensure that Core Team members are kept up to date. Liaising with the Legal Team and others to ensure that they have access to relevant online legal research services and liaising with online subscription providers to manage/negotiate the contracts for the services and organise effective technical and legal training for staff and new joiners.
- **Legal training** – Organising and delivering induction training on KM resources and systems and working with members of the Core Teams and colleagues in the Legal and Information Management Department to ensure the delivery of good quality legal technical and skills training as part of the BSB's organisational learning programmes, including delivery where appropriate.
- **Expertise/Know Who** - Helping to connect members of the Core Teams by developing systems and processes to identify colleagues with relevant expertise and helping to connect people (including plugging into the Culture and Values project to contribute to work being done on collaboration mechanisms for the wider BSB).
- **Engagement and adoption** - Engaging with the Core Teams to encourage and secure adoption of KM technologies, systems and processes and active participation in the knowledge and learning culture.
- **Continuous improvement** - Keeping pace with developments within the KM world and driving continuous KM service improvement, including the evaluation and exploitation of new technologies where appropriate and resolving issues and barriers impacting on KM service delivery.

- **Metrics** - Measuring usage of the KM systems and resources used in the Core Teams and seeking and acting on feedback from users both informally and through mechanisms such as annual surveys.
- **Budget** - Contributing to the assembly of the annual budget (including library and research services and membership subscriptions for professional bodies) and ensuring on-going monitoring of expenditure in their area of responsibility.
- **Line management** responsibility for the Knowledge Assistant(s).

Person Specification

<p>Essential</p>	<ul style="list-style-type: none"> • Experience as a knowledge manager (ideally in a private or public sector legal or professional services organisation). • A good level of IT literacy, particularly in relation to document management, knowledge systems and enterprise search, database functionality, intranets, approaches to taxonomy/tagging/meta data application and other collaborative tools. • Good familiarity with SharePoint. • Understanding of effective knowledge management concepts, information systems and classification principles. • An interest in, and knowledge of, technological advances and their potential impact on KM systems. • A creative and pragmatic thinker who will come forward with new ideas and approaches. • An ability to motivate and persuade people to use and contribute to KM systems. • A consultative approach – the ability to communicate effectively and a willingness to listen. • Excellent communication skills with fluency in English, both written and spoken (NB a presentation on your approach to one of our planned KM initiatives may be required at second round interview). • A 'can-do' attitude and a passion for excellence. • Relationship building and collaboration – Ability to work as part of a team, develop and maintain internal and external relationships (including excellent stakeholder management and engagement skills across different levels of seniority).
<p>Desirable</p>	<ul style="list-style-type: none"> • Experience as a barrister or in a law firm as a paralegal, solicitor or professional support lawyer.

Measures of Success

Knowledge Management is a notoriously hard thing to measure. However, factors which will indicate that the Knowledge Manager is succeeding in this role are:

- Improvements in or maintenance of existing process times for the Core Teams according to the timeliness KPIs.
- Quality of regulatory decision-making is sustained and improved evidenced by quality KPIs continuing to be met or exceeded, by robust decisions being made which withstand legal challenge and by good outcomes being achieved in audits/reviews by the Independent Reviewers.
- Staff survey scores and exit interviews conducted by our People team indicate that employee satisfaction with access to consistent and up to date knowledge materials, cross-team collaboration and knowledge sharing and with learning and development has improved.
- Usage data on our knowledge sharing systems (where these exist) show increased views of key templates, policies, guidance notes and training materials.
- Agenda for regular team meetings in the Core Teams show the inclusion of knowledge sharing items.