# Job Description

<table>
<thead>
<tr>
<th>Role Title</th>
<th>Knowledge Manager</th>
</tr>
</thead>
<tbody>
<tr>
<td>Job Family &amp; Category</td>
<td>Technical specialist; senior technical specialist</td>
</tr>
<tr>
<td>Team</td>
<td>Insight &amp; evaluation</td>
</tr>
<tr>
<td>Line Manager</td>
<td>Technical knowledge lead</td>
</tr>
<tr>
<td>New/ Existing Role</td>
<td>New</td>
</tr>
<tr>
<td>Perm/ Fixed Term</td>
<td>Permanent</td>
</tr>
</tbody>
</table>

## Job Purpose
To provide a high quality, professional content and knowledge management service for Energy Saving Trust. Ensuring that all advice content is accurate, relevant and high quality, whatever channel it is delivered through.

## Key Responsibilities

### Insight and knowledge services delivery
- Manage quality and consistency of Energy Saving Trust advice content, to maximise effectiveness of advice and minimise risk to Energy Saving Trust and its funders.
- Identify gaps and develop new content to continually improve advice provided through all Energy Saving Trust advice services, on Energy Saving Trust website, in press releases, social media, commercial client deliverables and all other outlets.
- Conduct research and analysis and peer review work of colleagues to fill any knowledge gaps.
- Work with the knowledge systems manager to ensure that the knowledge system works effectively across the organisation.
- Populate content on the knowledge system, assuring its quality and consistency to maximise the effectiveness of advice and minimise risk to Energy Saving Trust and its funders.
- Be a key media spokesperson for Energy Saving Trust whenever technical subject matter knowledge is required.
- Continually develop increased subject knowledge across the full range of Energy Saving Trust’s areas of expertise.

### Business development support
- Support business development team with bid content development on proposals specific to advice and content to domestic and SME audiences.
<table>
<thead>
<tr>
<th>People development and management</th>
<th>Knowledge, skills and qualifications required</th>
</tr>
</thead>
</table>
| Facilitate increased subject matter knowledge across the full employee base. | **Essential:**  
  - Good understanding of scientific principles.  
  - Excellent research and analytical skills including experience in analysing complex data sets.  
  - Excellent verbal and written communication skills, including explaining technical content to a non-technical audience.  
  - Good general IT skills, particularly in Excel.  
  - Good knowledge of domestic energy saving, low and zero carbon heating and renewable technologies and behaviours and sustainable transport.  
  - Strong user focus.  
  - Ability to work in a fast-paced, evolving environment.  
  - Knowledge management experience in a commercial, advice or consultancy context.  
  - A willingness to learn about, engage with and support our efforts to become a more diverse, inclusive and equitable organisation.  
| **Desirable:**  
  - Knowledge or experience of use of artificial intelligence in meeting information needs. |