

# Knowledge Management Specialist

**IMC grade:**

Consultant or Senior Consultant level

**Hours:**

Full time – 37.5 hours per week

**Responsible to:**

Associate Director – Corporate Affairs

**Job location:**

Redhill, Surrey UK - Hybrid working  
(Applications from outside the UK will be considered)

We are recruiting an energetic and motivated professional at Consultant or Senior Consultant level to join IMC's friendly, supportive, and improvement-focused Corporate Affairs team. We want a talented professional to help us make important information easy to find for everyone else at IMC. We need someone who can think big-picture and work hands-on.

## The Role

Do you have a background and experience in internal communications and knowledge management? Are you looking for a challenge and an opportunity to make an impact in an ambitious SME organisation? Then we are looking for you!

Guided by the Corporate Affairs lead, you will be responsible for the processes and tools to build, share and develop knowledge within IMC. Working with others in the support teams at IMC, you will help build a cohesive knowledge management approach that supports growth of the business and our people. You will also drive our internal communications approach to help our teams stay connected and learn from each other.

You will assist the Corporate Affairs team in delivering both the Intelligence and Improvement and Marketing and Communications aspects of our function. Your role can be considered to have the following aspects:

**Alignment:** Making sure IMC colleagues, on a team or company-wide basis, have access to single sources of truth regarding who we are, what we do, where we're going, and how we operate. We want to align on the basics so that we can spend our energy on interesting challenges!

**Infrastructure building:** Not only implementing and managing tools, but most importantly creating and maintaining the associated processes and training to support them.

**Learning:** Working with the People team to make sure that IMC colleagues have access to the means to acquire new skills or upgrade existing ones based on lessons generated from our operations. Ensuring that we're using feedback to improve.

## Main responsibilities/job content

- Work with others to design and roll out an improved approach to knowledge management
- Develop and maintain the supporting systems, tools and training needed to generate, organise, and share relevant and evolving institutional knowledge
- Help establish an organisational culture that promotes and supports knowledge sharing.
- Work with our bid and project teams to facilitate lesson learning
- Take responsibility for feeding all intelligence into a centralised depository and triaging IMC's response so that we action improvements
- Advise on and implement knowledge sharing activities and events in teams and across the organisation
- Use clear and jargon-free language, leverage your excellent writing, and editing skills to help us improve the quality and quantity of knowledge collateral within the business
- Develop, implement and evaluate innovative internal communications and engagement strategies to support IMC's business needs

- Work closely with teams across the business to identify opportunities for innovative and engaging content and tools that encourage cross-organisational communications and collaboration
- Co-manage the company's intranet, ensuring it stays interesting and up-to-date, and encourage staff to use it
- Work alongside colleagues in the Corporate Affairs team to improve standard training related to our core processes
- Work with colleagues who manage our ISO systems to ensure that all improvements are reflected in key guidance documentation
- Assist with producing standard text for our client proposals and supporting teams with the production of communications materials to highlight IMC's areas of expertise
- Help us to show-case our past performance through improving our marketing materials - capacity statements, project references, website info, and documentation that is submitted to prospective clients
- Help improve the quality of our data in our database for our opportunities and projects.
- Offer daily support and assistance to the Corporate Affairs team where necessary

## A typical day at work

Your day might include facilitating a lesson learning workshop with a project team so that we gather important information about what we can do better in the future.

You might consult another team to review performance feedback from an external audit on a project. You would then analyse this intel and prioritise IMC's response with others in the Corporate Affairs team so that we action improvements.

You might advise a team on how to plan for a technical deep dive session with their colleagues so that we are sharing knowledge across teams.

Afterwards, you might help improve the way we describe one of our past projects so that it show-cases our expertise and is interesting to a perspective new client.

## The Corporate Affairs team

The Corporate Affairs team has many responsibilities, but these can be grouped into two main areas which are all focused on company growth:

**Intelligence and Improvement** – building a 'growth mindset' through continuous improvement, orderly management of changes, excellent partnerships with independent consultants and partners, effective internal communications and ensuring systems/processes are fit for purpose, add value and are consistently applied.

**Marketing and Communications** – driving business growth through business and service development support, reputation management and empowering the company to deliver the IMC brand experience consistently.

## How to apply

Please submit your CV and covering letter to [recruitment@imcworldwide.com](mailto:recruitment@imcworldwide.com) explaining clearly why you are interested in this role and working for IMC, the skills and experiences you can bring to it, and how your experience meets the person specification. Your covering letter should also include your salary expectations.

**Applications will be reviewed on an on-going basis, so it is recommended you apply as soon as possible.**

**For more information about working with IMC please [click here](#)**

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## PERSON SPECIFICATION

	Essential	Desirable
<b>Qualifications, understanding &amp; training:</b>		
Bachelor's Degree in communications, journalism, or other field that necessitates strong research and writing skills	X	
Master's degree in a related field		X
Knowledge, understanding and/or interest in international development	X	
<b>Experience:</b>		
Minimum 2-3 years of professional experience within a creative agency, NGO, donor organisation, or international development consultancy	X	
Experience of writing good, edited articles or similar	X	
Experience of using MS 365 package to generate knowledge collateral – Word, Excel, PowerPoint, SharePoint, Teams	X	
Experience using MS Dynamics		X
<b>Abilities &amp; skills:</b>		
Good organisational skills and time management, with the capability to prioritise tasks and adapt when necessary to meet deadlines	X	
Priority management, project management skills and soft management skills	X	
Ability to write, edit, and finalise content with short turnaround times on a consistent basis	X	
Good IT skills	X	
Analytical skills	X	
Excellent written and verbal communication skills	X	
Good attention to detail and ability to carry out administrative tasks	X	
Ability to liaise well with others at all levels	X	
Ability to work collaboratively on projects, as part of a team, and autonomously on own initiative	X	
Motivated and can demonstrate a conscientious, 'can-do' attitude	X	
A creative and innovative attitude with an ability to work in a flexible environment.	X	
Co-operative, supportive and enthusiastic team player	X	
<b>Personal:</b>		
Flexible attitude to meet the needs of the role	X	
Good interpersonal skills	X	
Empathic curiosity	X	
Commitment to IMC's objectives, ethics, values and Equality and Diversity Policy	X	
Enthusiastic, proactive and professional and committed to learning new skills	X	