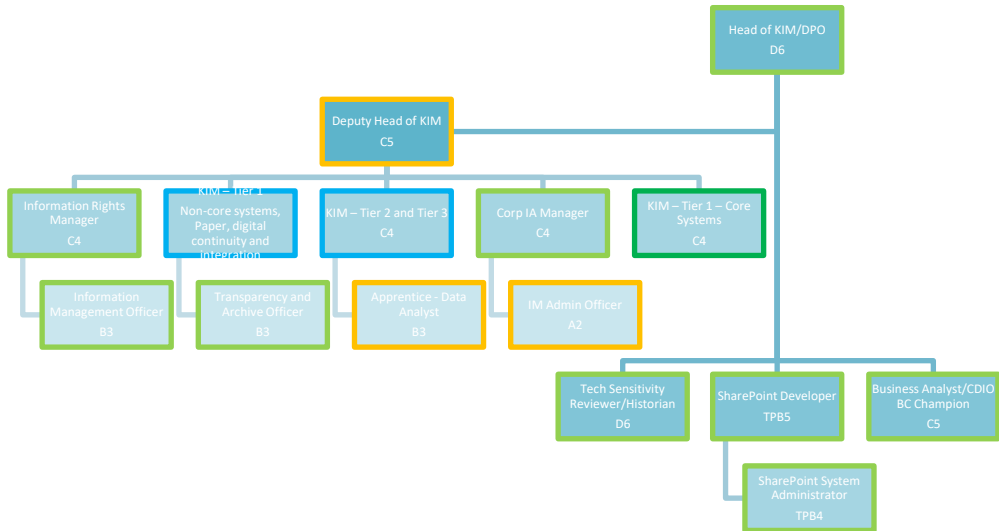




Role Profile

Role Title	Knowledge and Information Manager		
Business group and team	CDIO – KIM Team		
Job Purpose Overview	<p>Reporting to the Deputy Head, this role supports the Deputy Head and Head in the day to day delivery of the Knowledge and Information Management Strategy.</p> <p>The role holder will design and implement policies, processes, guidance and associated work programmes within FCDO Services to aid the maturity of Knowledge and Information Management in the business units. The post holder will work with the business units to identify gaps in understanding and issues around knowledge and information management. They will deliver policies and interventions to address the gaps identified.</p> <p>Responsible for the maintenance of a proportionate audit function that measures compliance to legal and regulatory requirements.</p> <p>Responsible for the data governance, information architecture, and information management of the systems they are responsible for.</p> <p>The role holder will be responsible for maintaining FCDO Services digital and paper records.</p> <p>They will be an advocate for good knowledge and information management throughout the organisation and will bring both subject matter expertise and a keen interest and enthusiasm for knowledge to the role.</p>		
Organisational position	 <pre> graph TD H[KIM/DPO D6] --> DHK[Deputy Head of KIM C5] H --> IAO[IM Admin Officer A2] DHK --> IRM[Information Rights Manager C4] DHK --> KIM1[KIM - Tier 1 C4] DHK --> KIM23[KIM - Tier 2 and Tier 3 C4] DHK --> CIAM[Corp IA Manager C4] DHK --> KIM1CS[KIM - Tier 1 - Core Systems C4] IRM --> IMO[Information Management Officer B3] KIM1 --> NCS[Non-core systems, Paper, digital continuity and integration B3] KIM1 --> TAO[Transparency and Archive Officer B3] KIM23 --> ADA[Apprentice - Data Analyst B3] CIAM --> IAO KIM1CS --> TRH[Tech Sensitivity Reviewer/Historian D6] KIM1CS --> SD[SharePoint Developer TPB5] KIM1CS --> BAC[Business Analyst/CDIO BC Champion C5] SD --> SSHA[SharePoint System Administrator TPB4] </pre>		
Date Updated	20/5/2021	Updated By	Vicky Muronen

Current / Applied Grade	C4	Job evaluation date	N/A	Confirmed grade	C4
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JOB SPONSIBILITIES

<p><i>Main responsibilities, focusing on the required outputs:</i></p> <ul style="list-style-type: none"> • Support and advise the Deputy Head and Head of the team in the planning and delivery of the Knowledge and Information Management Strategy; • Responsible for the provision of day to day advice on knowledge and information management to staff and stakeholders in relation to specific area of responsibility; • Oversight of allocated systems supporting information and records management, data governance, information architecture and knowledge management ensuring that they work in an integrated fashion and are appropriately supported and developed to guarantee a high and continuing level of efficiency benefit to the organisation, e.g. core systems, non-core systems and Tier 2/Tier 3. • Responsible for engaging with business stakeholders and assisting/advising on embedding records management, information management, intellectual property through the Information Asset register process; • To take the lead on data repository development and management, in their area of responsibility including: <ul style="list-style-type: none"> • Understand nature of data to be stored and managed; • Ensuring DPIAs are completed; • Monitoring compliance with information legislation; • Agreeing on information retention schedule and implementation thereof; • Transfer methods to central data repository in line with Public Records Act; • Managing user access, and data cleansing; • Any information sharing agreements required. • To contribute to the creation, management and compliance of FCDO Services information policies, including information and records management, information sharing, DPIAs, information legislation, intellectual property, usage of data repositories and tools; <ul style="list-style-type: none"> • Attendance at appropriate cross-government forums; • Working with Corporate IA Manager, embed the IA Register in terms of Records, Intellectual Property and Personal data held, and provide associated mentoring to the IA Community as appropriate for their area; • Compliance monitoring/auditing of data repositories against corporate policies and legislation; • Working with business to improve information and records management practices • To manage their area's contribution to the FCDO Services Archive, both paper and digital where applicable; • Day to day management of information lifecycle within FCDO Services, including storage of corporate data, retention, sharing, destruction and transfer to The National Archives; • Manage audit and compliance function • Data Protection : <ul style="list-style-type: none"> • Contribute to the organisation's data protection policies; • Working with Contracts manager on data processor agreements with suppliers, partners and customers to ensure that their area is compliant; • Provision of advice on data sharing; • Sign off of day to day responses to requests, such as access controls, data transfers? • Manage audit and compliance function; 					
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- To attend external events as required to develop knowledge and understand forthcoming systems, tools and strategies;
- To contribute to any machinery of Government Change impacting on knowledge and information management through provision of advice, and stakeholder engagement.

Each KIM Role will have responsibility for one workstream of Corporate IT, but also able to cover the other areas in times of absence.

Core Systems

- Audit systems for existing datasets;
- Establish Compliance;
 - Fully support and engage in the weeding and archiving of data.

Firecrest (Shared Network Drive, SharePoint 2007):

- Re-organise the File plan in preparation for the move to M365;
- Permissions
 - All permission groups set up by KIM;
 - DSCs request new groups from the KIM;
 - DSCs can request the HD to add and remove users to and from Data Groups;
- All new folder creation from level 1 to 3 via request from DSC;
- Work with the business areas to ensure that DPIAs, sharing agreements are completed;
- Ensure that the IAR properly reflects the state of play with data on the core system,
- Approve all data transfers to and from Firecrest;
- Aiding the Privacy Team with gathering information to answer FOI and SAR requests.

M365:

- Key customer role in delivery of M365 project;
- Permissions management;
- Will learn and take responsibility for creating models;
- Work to make the data is in as good a state pre migration as is possible;
- Work with the SharePoint administrator to ensure smooth transition;
- Work with the business to ensure smooth transition.

Hera (Oracle Fusion):

- Act as key liaison in terms of all KIM matters for the project;
- Set up compliance regime;
- Attend any Hera meetings;
- Review any changes in terms of data governance and management;
- Engage with Digitisation and Automation, Product/System Owner, Super Users and other key stakeholders on all matters relating to KIM workstreams.

Non-Core Systems

Non-Core Systems

The KIM will be responsible for :

- Working with the business areas using these non-core systems to ensure that DPIAs, sharing agreements are completed;

- Ensuring that the IAR properly reflects the state of play with data on the non-core systems;
- Approving all data transfers to and from non-core systems for the KIM Team;
- Aiding the Privacy Team to capture all data to enable them to answer FOI and SAR requests.

Salesforce:

- Audit data in line with current DPIA and legislation;
- Set up and manage compliance regime;
- Attend Salesforce User Group;
- Review any changes in terms of data governance and management;
- Engage with Digitisation and Automation, Product/System Owner, Super Users and other key stakeholders on all matters relating to KIM workstreams.

ServiceNow:

- Audit data in line with current DPIA and legislation;
- Set up and manage compliance regime;
- Attend any ServiceNow fora;
Review any changes in terms of data governance and management;
- Engage with Digitisation and Automation, Product/System Owner, Super Users and other key stakeholders on all matters relating to KIM workstreams.

Microsoft Project Online (until subsumed by M365):

- Audit data in line with current DPIA and legislation;
- Set up and manage compliance regime;
- Attend any MSPOL fora;
- Review any changes in terms of data governance and management;
- Engage with Digitisation and Automation, Product/System Owner, Super Users and other key stakeholders on all matters relating to KIM workstreams.

OGSAE (hosting platform with SharePoint and network drives)):

- Audit data in line with current DPIA and legislation;
- Set up and manage compliance regime;
- Attend any MSPOL fora;
- Review any changes in terms of data governance and management;
- Engage with Digitisation and Automation, Product/System Owner, Super Users and other key stakeholders on all matters relating to KIM workstreams.

Shadow/Legacy/non-major systems at OFFICIAL Tier:

- Establish – with Digitisation and Automation leading – scale of shadow IT and agree a plan on tackling legacy and shadow IT in terms of data;
- Work with business to understand use case and whether major and/or core systems can be used – ensure data is understood on each of these tools/systems/devices;
- Establish compliance regime;
- Provision of guidance in relating to all KIM matters, including naming conventions, legislation, records management, retention;

Authorisation point for all business cases for standalone machines on behalf of the KIM Team.

Tier 2/Tier 3

The KIM will be responsible for

- Working with the business areas using these T2 and T3 systems to ensure that DPIAs, sharing agreements are completed;
- Ensuring that the IAR properly reflects the state of play with data on the non-core systems;
- Approving all data transfers to and from T2 and T3 systems for the DKI Team;
- Aiding the Privacy Team to capture all data to enable them to answer FOI and SAR requests.

Rosa (Government-Wide Tier 2 system):

- Fill the specific roles of Partner Account Member (PAM), C Information M (CIM) for FCDO Services in Rosa Organisation;
 - PAM – Account management;
 - Enrol users and talk through the functions available on Rosa and specifically the area they will use;
 - Impex of data and moving it into SharePoint from the Transition Zone;
- Attend the Rosa Exchange meetings and disseminate information from those to all KIMs;
- Laptop Manager;
 - Maintain the laptop spreadsheet;
 - Order new laptops;
 - Issue laptops;
 - Train users;
 - Carry out all additional rollouts of re-keys and re-certifications;
- Participate in beta test for new application;
- Put forward users from FCDOS for beta test as appropriate;
- Education on use of Rosa and applications as necessary.

SGSAE (FCDO Services tier 2 system):

- Audit system;
- Establish compliance;
 - Fully support and engage in the weeding and archiving of data
- Take responsibility for any specific roles as required.

Other Tier 2 tools/systems in use in FCDO Services: Undertake analysis of data being processed and establish governance and compliance.

icDesk (Tier 3 system)

- Audit system;
- Establish some compliance;
 - Fully support and engage in the weeding and archiving of data

Tier3 (new systems):

- From the start establish compliance at the design stage;

Establish Audit regime.

QUALIFICATIONS, KNOWLEDGE , EXPERIENCE, AND SKILLS

Essential:

- Strong IT Skills, including content management systems, databases
- Knowledge of general principles and specific applications of the organisation of information (including concepts such as taxonomies, dictionaries and glossaries, meta-tagging and standards)
- General understanding of the principles of data analysis
- Ability to analyse problems or information systematically and in depth
- Ability to take initiative and responsibility for your work
- Excellent written and oral communication skills
- Strong organisational skills – of yourself and of others
- Ability to understand/put yourself in the shoes of customers, readers, learners and colleagues

Desirable:

- Microsoft SharePoint governance
- Project Management skills
Ability to make connections between ideas and projects, between theory and practice
- Ability to function with strategic rather than day-to-day supervision

CORE BEHAVIOURS

Top three for job:

- Making Effective Decisions
- Communicating and Influencing
- Managing a Quality Service

CRITICAL SUCCESS FACTORS

Success measured and evidenced by:

- Agreed and prioritised work plan
- Evidence of compliance with legislation, policies
- Delivery of strategy against project plan

Budget Responsibility?	If YES, how much:	If NO can they authorise payments?
Y / N	£ per annum	Y / N
Reports to: (Role Title and Grade)	Deputy Head of KIM, C5	
Direct Reports: (Number and grades of staff)	None	