JOB DESCRIPTION

<table>
<thead>
<tr>
<th>Job Title:</th>
<th>Knowledge Officer</th>
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<tbody>
<tr>
<td>Department / Unit:</td>
<td>Student Services Centre, Student Administration</td>
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<tr>
<td>Job type</td>
<td>Full-Time, Professional Services</td>
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<td>Grade:</td>
<td>RHUL 6</td>
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<td>Accountable to:</td>
<td>Student Services Centre Assistant Manager</td>
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<td>(Knowledge &amp; Enquiry Management)</td>
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Purpose of the Post

The College is embarking on an exciting project to launch a new Enquiry Management System. As part of this project we will be developing an online knowledge base of articles and content, making it easy for students to obtain the information and help they need, when they need it. The post holder will play an important role in the creation of the knowledge base and the ongoing development and maintenance of this platform.

The Knowledge Officer role is responsible for the key tasks outlined below.

Key Tasks

- Supporting the creation and development of an online knowledge base to expand our self-service provision and improve the accessibility of information for students and staff.
- Contributing to the Enquiry Management System project as required.
- Drafting, editing and publishing content for students and staff on a range of services across the University, ensuring compliance with the College’s writing style and branding toolkit.
- Responsibility for managing 50% of the knowledge base content, once established.
- Continually reviewing, updating and developing new and innovative content (including articles and video content) to ensure content is accurate and engaging.
- Liaising with content owners and internal stakeholders across the College to ensure information and updates are received as required.
- Ensuring accuracy of information across other sources of information (including webpages and other College systems) to ensure information is consistent and up-to-date across the various sources.
- Increasing the prominence of different articles/topics throughout the year to improve engagement with this information, identifying which articles/topics to promote through the analysis of article views and incoming enquiries.
- Identifying and working with stakeholders to identify new content to expand and improve our self-service provision.
- Conducting detailed reporting to assist in the development of the platform.
- Monitoring the effectiveness of online resources including article views and enquiries to inform developments.
- Supporting with the testing of the site for accessibility.
- Collecting and collating user feedback to inform future developments.

**Other duties:**

The Student Services Centre is a developing function and is expected to evolve in the coming months and years.

The duties listed are not exhaustive and may be varied from time to time as dictated by the changing needs of the College. The post holder will be expected to undertake other duties as appropriate and as requested by their manager.

The post holder may be required to work at any of the locations at which the business of Royal Holloway is conducted.

**Internal and external relationships**

The following list is not exhaustive but the post holder will be required to liaise with:

- Student Administration, Admin Services team
- Student Fees
- Wellbeing Services
- Student Engagement & Sport, particularly the Campus Life and Hall Life teams
- Commercial Services, particularly the Residential Services team
- IT Services
- Other Davison Building services including the Library
- Other professional services and Schools