

JOB DESCRIPTION

Administrator Knowledgebase

ROLE TITLE	Administrator Knowledgebase
SECTION/DIVISION:	Shared Services Division, AskOtago Contact Centre
REPORTS TO:	Senior Manager AskOtago
DIRECT REPORTS (FTE):	Nil
INDIRECT REPORTS (FTE):	Nil
PRIMARY PURPOSE OF THE ROLE:	<p>Develop, collate and maintain a knowledge base of reference materials and information on a variety of topics to enable AskOtago enquiry/response first point of contact resolution.</p> <p>The role defines and optimises the record management system ensuring ease of access and data integrity and accuracy; and improves efficiency and the customer experience by contributing to the identification and development of self-service content.</p> <p>A strong continuous improvement ethos and customer service focus is critical to success in this role.</p>
ACCOUNTABILITIES:	<p>Develop, implement, maintain and communicate knowledge base frameworks, standards, procedures, tools and resources to meet the needs of users and customers.</p> <p>Develop and maintain an adaptive and interactive knowledge base of information across a variety of topics, which supports external and internal customers. Identify and create self-service content and articles to improve efficiency and increase customer satisfaction.</p> <p>Define and implement content management and authoring processes to ensure the appropriate quality of material developed or contributed to by content creators.</p> <p>Produce, test and publish knowledgebase reference materials and information such as knowledge base articles, customer surveys, and FAQs. Undertake operational support activities such as maintaining the contacts database and ensuring dashboards are working correctly.</p> <p>Use an appropriate, consistent writing style, ensure information is clear, understandable, succinct, and accurate with a logical flow. Ensure legal and operational compliance of the information; moderate and evaluate content. Adhere to all necessary review and approval processes and apply University style guides.</p> <p>Schedule, facilitate and conduct reviews and audits of information and content to ensure accuracy and quality. Communicate any changes in knowledgebase information to AskOtago staff in a timely fashion.</p> <p>Develop collaborative relationships with subject matter experts (SMEs) and other key stakeholders and content owners to readily obtain information and content for the knowledgebase. Ensure information obtained from SMEs is reworked as necessary, and assimilated seamlessly into the knowledgebase documentation and processes. Engage positively and manage SMEs and other stakeholders to ensure commitment to updating content on a pre-agreed cycle.</p> <p>Utilise analytical tools to develop, refine and report on knowledgebase efficiency, value and customer satisfaction metrics. Gather and analyse user and customer</p>

feedback, common questions and queries to recommend and support changes and enhancements to the knowledgebase offering.

Interpret analytics data to optimise content so that it meets user and customer needs and is optimised for search engines. Develop and refine search and retrieval processes to harvest relevant research and information from a wide range of knowledge sources.

In collaboration with IT stakeholders, review the knowledgebase structure on a regular basis to ensure it reflects the needs of the University. Contribute to the ongoing evolution of the knowledge base architecture.

Undertake system administration of the knowledgebase management tool and ensure access rights are appropriately managed.

Actively support the AskOtago team and contribute to the establishment and nurturing of communities of practice, including one-on-one guidance, tutoring, coaching and feedback. Encourage and promote AskOtago team, stakeholders and SMEs to share knowledge effectively and efficiently.

Achieve service targets and standards as set out for the role and the AskOtago team. Actively contribute to identifying opportunities to improve work processes and customer experience.

Perform Departmental Health & Safety Officer (DHSO), first aid and/or fire warden duties (if required).

KEY RELATIONSHIPS:

Internal

Managers and owners of content from across the University
Shared Services, Performance & Delivery team
Advisory and operational support services
System applications support team
Students and staff

External

Members of the public
Peers from tertiary institutions
Contact centre services providers
Otago University Students Association (OUSA)

QUALIFICATIONS & EXPERIENCE:

Essential

NCEA (min Level 2) or equivalent recognised qualification.
Experience providing excellent customer service in a service centre or frontline service environment

Preferred

Tertiary qualification.
AskOtago experience or combined AskOtago/University support service experience.
Proven experience collaborating with multiple teams to develop and publish knowledge content.
Experience working or studying at the University of Otago is an advantage.

TECHNICAL SKILLS AND KNOWLEDGE:

Essential

Proficiency in the Microsoft suite of programmes; well-developed keyboard and word-processing skills.
Proven experience of learning new systems, software and procedures quickly.

Preferred

Experience and understanding of University of Otago related information systems.
Experience using a Customer Relationship Management (CRM) system.
Experience using Oracle Service Cloud.

SPECIAL REQUIREMENTS: Nil

DIRECT BUDGET ACCOUNTABILITY: Nil

HEALTH AND SAFETY: Act and work in a manner compliant with current health and safety at work legislation and University procedures, frameworks and guidelines. Role model safe behaviour and practices, share the responsibility to prevent harm and contribute to a safe campus and work environment, including raising workplace health and safety concerns for self, students, visitors and other staff.

SUSTAINABILITY: Act in a manner consistent with the University's sustainability commitments; role-modelling sustainable practices, with a particular emphasis on minimising the environmental impact of day-to-day activities

CAPABILITY FRAMEWORK:

Capability Group	Capability Name	Level
ENGAGE	Communicate Effectively	Intermediate
	Commit to Customer Service	Foundational
	Work Collaboratively	Foundational
	Influence and Negotiate	Foundational
ENABLE	Deliver Results	Foundational
	Plan and Prioritise	Foundational
	Think and Solve Problems	Intermediate
	Demonstrate Accountability	Intermediate
PERSONAL ATTRIBUTES	Display Resilience and Courage	Foundational
	Act with Integrity	Foundational
	Manage Self	Foundational
	Value Diversity	Intermediate
LANGUAGE AND CULTURE	Te Reo	Foundational
	Tikanga Māori	Intermediate

CAPABILITY FRAMEWORK DESCRIPTORS

Administrator Knowledgebase

ENGAGE

Communicate Effectively	Commit to Customer Service	Work Collaboratively	Influence and Negotiate
<i>Communicate clearly, actively listen to others and respond with respect</i>	<i>Provide customer centric services in-line with the University's and organisational objectives</i>	<i>Collaborate with others and value their contribution</i>	<i>Gain consensus and commitment from others and resolve issues and conflicts</i>
INTERMEDIATE	INTERMEDIATE	FOUNDATIONAL	FOUNDATIONAL
<p>Focus on key points and speak using plain language</p> <p>Clearly explain and present ideas and arguments</p> <p>Display active listening and ask appropriate, respectful questions</p> <p>Write fluently and communicate routine technical information clearly avoiding unnecessary use of jargon</p>	<p>Support a culture of quality customer service in the organisation</p> <p>Demonstrate a thorough knowledge of the services provided and relay accurately to customers</p> <p>Identify and respond quickly to customer needs</p> <p>Consider customer service requirements and provide solutions to meet needs. Resolve complex customer issues and needs</p> <p>Co-operate across work areas to improve outcomes for customers</p>	<p>Work as a supportive and co-operative team member, share information and acknowledge others' efforts</p> <p>Respond positively to others who need clarification or guidance on work activities</p> <p>Step in to help others when workloads are high</p> <p>Keep team and supervisor informed of work tasks</p>	<p>Utilise facts to support claims</p> <p>Help to find solutions that contribute to positive outcomes</p> <p>Respond to conflict without worsening the situation and refer to a supervisor where appropriate</p> <p>Know when to withdraw from a conflict situation</p>

ENABLE

Deliver Results	Plan and Prioritise	Think and Solve Problems	Demonstrate Accountability
<i>Achieve results through efficient use of resources and a commitment to quality outcomes</i>	<i>Plan to achieve priority outcomes and respond flexibly to changing circumstances</i>	<i>Think, analyse and consider the broader context to develop practical solutions</i>	<i>Be responsible for own actions, adhere to legislation and policy and proactively address risk</i>
FOUNDATIONAL	FOUNDATIONAL	INTERMEDIATE	FOUNDATIONAL
<p>Complete own work tasks under guidance, within set budgets, timeframes and standards</p> <p>Take the initiative to progress own work</p> <p>Identify resources needed to complete allocated work tasks</p> <p>Seek clarification when unsure of work tasks</p>	<p>Plan and coordinate allocated activities</p> <p>Re-prioritise own work activities on a regular basis to achieve set goals</p> <p>Contribute to the development of team work plans and goal setting</p> <p>Understand team objectives and how own work relates to achieving these</p>	<p>Research and analyse information and make relevant evidence based recommendations</p> <p>Identify issues that may hinder completion of tasks and find appropriate solutions</p> <p>Be willing to seek out input from others and share own ideas to achieve best outcomes</p> <p>Identify ways to improve systems or processes which are used by the team/work unit</p>	<p>Take responsibility for own actions</p> <p>Be aware of delegations and act within authority levels</p> <p>Be aware of team goals and their impact on own work tasks</p> <p>Escalate issues when these are identified</p>



PERSONAL ATTRIBUTES

Display Resilience and Courage	Act with Integrity	Manage Self	Value Diversity
<i>Be open and honest, prepared to express your views, and willing to accept and commit to change</i>	<i>Be ethical and professional and act in keeping with the University's values</i>	<i>Show drive and motivation, a measured approach and a commitment to learning</i>	<i>Show respect for diverse backgrounds, experience and perspectives</i>
FOUNDATIONAL	FOUNDATIONAL	FOUNDATIONAL	FOUNDATIONAL
<p>Be open to new ideas and approaches</p> <p>Offer own opinion, ask questions and make suggestions in an appropriate manner</p> <p>Be willing to adapt to new situations</p> <p>Do not give up easily when problems arise</p> <p>Stay calm in challenging situations</p>	<p>Behave in an honest, ethical and professional way</p> <p>Take opportunities to clarify understanding of ethical behaviour requirements and follow legislation, rules, policies, guidelines and codes of conduct that apply to own role</p> <p>Speak out against misconduct and inappropriate behaviour</p>	<p>Be willing to develop and apply new skills</p> <p>Show commitment to completing work activities effectively</p> <p>Look for opportunities to learn and improve own performance seek feedback from colleagues and stakeholders</p> <p>Demonstrate a motivated attitude to work activities</p>	<p>Acknowledge and be responsive to diverse experiences, perspectives, values and beliefs</p> <p>Be open to the inputs of others</p> <p>Work to understand the perspectives of others</p>



LANGUAGE & CULTURE

Te Reo	Tikanga Māori
<i>Develop understanding and use of te reo Māori (Māori language)</i>	<i>Create knowledge and use of tikanga Māori (Māori cultural practices) in the work place</i>
INTERMEDIATE	INTERMEDIATE
<p>Demonstrate use of te reo Māori words and phrases in appropriate work place settings</p> <p>Has prepared and can communicate accurately own mihi if required in the work place context</p> <p>Take part in opportunities to practice and extend own language capability</p>	<p>Understand the University's Māori Strategic Framework and incorporate its principles appropriately in work place activities</p> <p>Demonstrate an appropriate workplace understanding and awareness of tikanga Māori</p> <p>Has knowledge of the Articles and Principles of Te Tiriti o Waitangi</p> <p>Take part in opportunities to extend own understanding and awareness of tikanga Māori and Te Tiriti o Waitangi</p>