



Job Description Form

Department of Justice Purpose

To provide high quality and accessible justice, legal, registry, guardianship and trustee services which meet the needs of the community and government.

Position Title Knowledge Manager		
Effective Date November 2018	Position Number 020366	Level 8
Division State Solicitor's Office	Directorate	Branch

Divisional Outcomes

The State Solicitor's Office has primary responsibility within the Government of Western Australia for ensuring the Government and all of its departments and agencies are provided with comprehensive and high quality legal advisory and advocacy services.

These services include the provision of legal advice; the preparation of legal documents; the conduct of litigation; and representation as counsel in courts and tribunals.

The State Solicitor's Office aims to provide these services in a cost effective and timely way, consistent with maintaining legal excellence and integrity in the Government's legal dealings.

Directorate Outputs

Branch Outputs

Role Of This Position

The Knowledge Manager is responsible for overseeing knowledge creation processes and systems at the SSO, including the provision of relevant strategic advice and planning, policy development and project management functions.

These Knowledge Management functions facilitate the provision of high quality and contemporary legal services.

In collaboration with, and under direction from the State Solicitor, the Knowledge Manager:

- Leads the development of the necessary knowledge infrastructure, culture and behaviours to ensure that staff are able to access the aggregated knowledge available both within and outside of the Office.
- Leads the development, implementation and review of relevant Knowledge Management strategies and policies for the State Solicitor's Office, including precedent development.
- Leads the development, implementation and review of the learning and development function across the State Solicitor's Office.

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Responsibilities Of This Position

Template and Precedent Management

- Develops and maintains legal and administrative templates and precedents to comply with SSO styles and legislative requirements.
- Works closely with legal practice groups to identify and assess precedent requirements.
- Ensures that the operational knowledge of Office staff is captured and retained through precedent development.
- Drafts legal content of precedents and related documents.
- Analyses and reacts to relevant legislative and procedural changes, which impact on the legal content of precedents and related documents.
- Launches, markets and promotes all precedent products within the Office in order to maximise use of the precedent systems by all staff.
- Assists with identifying best practice processes to manage precedents within the firm's document management system.
- Resolves content based precedent queries from staff.

Knowledge Management

- Drives the implementation of Knowledge Management change agendas.
- Leads the development, implementation and review of relevant Knowledge Management strategies and policies for the State Solicitor's Office, including precedent development.
- Maintains and updates Intranet content to allow staff to easily access current organisational information.
- Facilitates and develops Office knowledge, through the creation and ongoing maintenance of a comprehensive practice guide.
- Develops and maintains the Office's legal expertise database.
- Performs other knowledge management duties as directed by the State Solicitor or General Manager.

Policy Development and Planning

- Identifies relevant trends and directions in Knowledge Management.
- Provides the State Solicitor and General Manager with strategic advice relating to Knowledge Management initiatives, including the impact of procedural changes, legislative changes or stakeholder feedback.
- Implements, monitors and reviews Knowledge Management policies and procedures.
- Keeps staff abreast of new and emerging developments in legal practice through the promulgation of policies, guidelines and procedures relevant to Knowledge Management.
- Develops and reviews policy documents.
- Drafts, publishes and reviews office policies and procedures to guide staff in completion of tasks consistently and in compliance with requirements.

Training

- Accountable for the delivery of the SSO's Learning and Development Programs (including ensuring staff compliance with Continuing Professional Development (CPD) requirements).
- Responsible for reporting on the Office's CPD compliance to the Legal Practice Board of Western Australia.
- Responsible for undertaking a periodic review of the Office's CPD arrangement, as approved by the Attorney General.
- Accountable for providing support and education to all staff, on how to access information and tools, and apply procedures to best complete their work tasks effectively.
- Chair the Learning and Development Committee.

Stakeholder Relationships

- Develops and maintains productive relationships with key stakeholders to manage, implement and influence change in an effective and positive manner.
- Interacts with the Senior Executive Team, practice groups and relevant support management, to engage them in precedent and knowledge management projects.
- Manages the Office's client database and list of key contacts.

Continuous Improvement

- Continuously aim to improve and develop the Office's knowledge strategy and knowledge sharing culture.
- Anticipate opportunities and trends, and initiate change and innovation related to knowledge management.

Risk Management

- Identify and manage knowledge management risks.

Project Work

- Undertake a range of project work, including managing specified knowledge projects.

Corporate Citizenship

- Demonstrate high standards and practice of ethical conduct and behaviour as required under the Departments frameworks of Code of Conduct and Public Sector Code of Ethics.
- Demonstrate a commitment to the ethos of Equal Employment Opportunity principles through personal conduct and daily interaction with colleagues.
- Demonstrate commitment to the legislative obligations set out in the *Occupational Health and Safety Act 1984*.
- Take reasonable care to ensure their own safety and health, and that of others at work, and comply with the department's policies and any other direction given for their safety and health in the workplace.

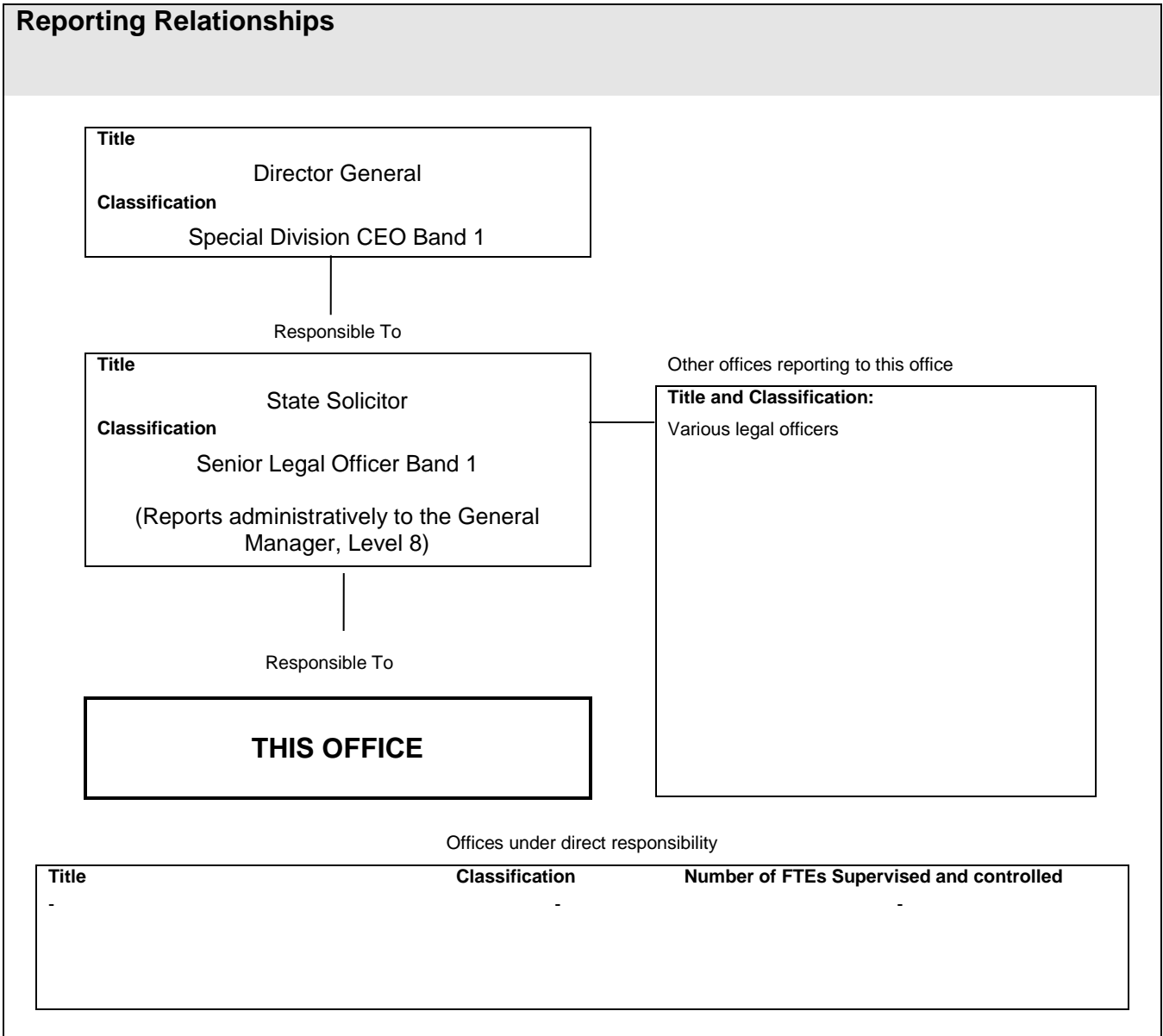
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Work Related Requirements

The following work-related requirements will be assessed at different stages of the selection process.

<u>Essential Criteria</u>	Context within which work related requirements will be applied and/or general standard expected
Qualifications	Bachelors degree (or equivalent) in law, or undergraduate degree and postgraduate degree (JD or equivalent) in law.
Knowledge Management Skills and Experience	A contemporary working knowledge of knowledge management, with experience in precedent development and/or developing or improving knowledge creation processes and systems. An understanding of technologies relevant to knowledge sharing and collaboration.
Sound Research and Drafting Skills	Ability to undertake complex research and make recommendations regarding the formulation of policies and practice. Evaluates projects and business processes relevant to Knowledge Management to understand critical factors for success.
High Level of Communication and Interpersonal Skills	Communicates effectively. Presents messages in a clear and articulate manner to influence the direction of change and services. Consults and negotiates with a strong grasp of key issues. Builds strong professional relationships with a network of key people both internally and externally. Demonstrated strong commitment to the provision of client focused knowledge management services.
Teamwork Ability and Leadership Skills	Proven ability to facilitate cooperation and foster team work, bringing people together. Ability to foster continuous learning, motivation and commitment towards common goals. Provide support and guidance to others, applying flexibility to assist others and work collaboratively.
High Level of Project Management Skills	Leading, planning, scoping and implementing complex projects. Sets clear objectives and goals, manages own workload and monitors progress and results to meet agreed timeframes. Experience in managing multiple projects.
Interpretation and Application of the Law	High degree of legal knowledge required. Demonstrated ability to interpret and apply relevant legislation, regulations, policy and procedures. Applying legal opinions, rulings and case law in order to ensure compliance and develop strategies to meet any legislative changes.

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LOCATION AND ACCOMMODATION	LOCATION ACCOMMODATION
ALLOWANCES/SPECIAL CONDITIONS	

Certification The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the position.	
DELEGATED AUTHORITY APPROVAL <i>As per the Human Resource Management Delegations</i>	
Delegated Authorities Name	Dr Adam Tomison, Director General
Signature	
Date	30 January 2019