Job title:	Knowledge Manager (Genesys Contact Centre as a Service Platform (CCaaS))
Line manager:	Director of Contact Centre and Complaints
Grade *(if applicable)*:	2
Direct reports:	None

Role purpose:

As the Genesys CCaaS Knowledge Manager, you will support the Genesys Product team to deliver the technical deployment, operational support, and continuous improvement of the Genesys Cloud omnichannel solution, ensuring exceptional service delivery by aligning the technical solution with resident needs, colleague workflows, and Peabody's strategic business objectives.

Your focus will be to create, maintain, and optimise knowledge management systems within Peabody's Contact Centre, which will underpin improvements to the Resident Experience by ensuring the seamless delivery of relevant, accurate information, empowering frontline teams and enhancing the resident experience.

You will support the product vision, roadmap, and backlog, prioritising initiatives that optimise value for residents and internal teams. You will support the implementation process, ensuring the product supports both resident expectations and operational requirements, while driving accessibility, digital self-service, and service excellence. User needs are considered in all decisions, aligning with Peabody's commitment to Equality, Diversity, and Inclusion (EDI), and ensuring all residents can access and benefit from our services.

Key results:

- Develop and maintain a high-quality, structured knowledge base within Genesys CCaaS ensuring it is live, accessible, and actively used by frontline teams.
- All knowledge content is designed and maintained using clear, concise, and user-centred principles in line with Peabody's tone of voice.
- Regular engagement with service teams and subject matter experts ensures knowledge gaps are identified and resolved proactively.
- Usage data and resident feedback are analysed quarterly to continuously improve knowledge articles and inform wider service design.
- Collaborate with stakeholders to capture, structure, and maintain knowledge resources.
- Training and support sessions are delivered quarterly to embed knowledge management best practices across teams.
- Relevant enhancements or changes in the Genesys platform are assessed and incorporated into the knowledge strategy within one month of release.

Key Metrics:

- **Knowledge Base Quality & Usage:**
  - At least 90% of frontline staff report satisfaction with knowledge base usability in quarterly surveys.
  - 95% of knowledge articles rated as "helpful" or higher by users.
  - Minimum of 80% of all queries answered using the knowledge base by the agreed date.
- **Content Design & Accuracy**
  - 100% of knowledge articles meet content design standards (tone of voice, clarity, accuracy) as assessed in monthly audits.
  - Zero critical errors in knowledge content resulting in misinformation to residents.
- **Stakeholder Engagement & Collaboration**
  - Monthly engagement sessions held with at least 3 key business units or subject matter experts to review or co-create content.
  - At least 95% of stakeholders report positive collaboration experience in post-engagement feedback.
- **Knowledge Gap Resolution**
  - Identified knowledge gaps resolved within 10 business days, with tracking via a live action log.

- Reduction in escalated or repeat contacts by 15% within 6 months through improved self-serve content.
- **Training & Adoption**
  - 100% of new frontline staff trained on the knowledge base within 2 weeks of onboarding.
  - Quarterly refresher sessions attended by at least 85% of targeted users.
  - Sustained monthly increase in knowledge base usage (minimum 5% growth for the first 3 months post-launch).
- **Platform & Process Improvement**
  - All major Genesys Cloud feature updates reviewed within 4 weeks and applicable enhancements implemented within 8 weeks.
  - At least 2 process improvements or automation opportunities identified and actioned per quarter.

About you:

You will be:
- Be a confident role model and leader, ensuring you reflect the values of the organisation.
- Delivery and results focussed, with strong communication and interpersonal skills – customer focussed, collaborative and able to build strong, effective working relationships with key business stakeholders at all levels in an organisation.
- Able to step back and see the larger implications of decisions made at a local level and able to ensure that these align.
- Prepared to raise and confront difficult issues. Asks pertinent questions, challenges the norms and be curious
- Be able to demonstrate a commercial mindset, and evidence that you understand what is happening in the wider sector and across the enterprise.

You will have:
- Solid, multi-organisation experience within a commercial/customer focussed environment or professional services organisation.
- Demonstrable experience of omnichannel contact centre solutions, including Genesys Cloud.
- Strong written/oral communication, presentation negotiation and chairing/facilitating meeting skills, to manage stakeholders effectively and deliver required delivery quality outcomes.
- Strong content design skills, ensuring alignment with organisational tone of voice.
- Experience in omnichannel contact centre environments, particularly Genesys CCaaS.
- Excellent communication and stakeholder engagement skills.
- Analytical mindset to measure and improve knowledge base effectiveness.
- Experience of developing and maintaining knowledge management systems and workflows.
- Customer-centric approach with a strong focus on service design and continuous improvement.
- Technology and business savvy, with strong communication skills (written and spoken) and the ability to work in partnership with key stakeholders, including senior management teams.
- Strong interpersonal and presentation skills – service orientation, collaboration, and facilitation.
- Demonstrable experience in managing internal and external technology partners.
- Knowledge of techniques and tools for the analysis, assessment, and management of risk. Ability to analyse complex problems in a structured manner whilst under pressure.
- A mind-set of continuous improvement, self-motivation, and strategic thinking.