

Knowledge Management (KM) Strategist

Job ID
REQ-10042190
Mar 12, 2025
United Kingdom

Summary

The Knowledge Management Strategist (KMS) is responsible for contributing to the development of Knowledge Management (KM) strategies, assessing critical elements of new KM opportunities and influencing the evolution of existing KM solutions. The KMS aligns priorities and outcomes with Senior Knowledge Management Strategist and drives assessment, design, development and implementation of solutions or solution components bringing strategic and holistic thinking to bear on value and impact.

About the Role

Location: UK (remote) , Ireland (Hybrid) or India (Hybrid)

Major Accountabilities

Solution design and development

- Support the strategy lead in driving problem statement, use case and value proposition development
- Define business requirements, impact assessment and facilitate design thinking sessions
- Support needs, requirements and impact assessments
- Propose innovative and effective strategies and solutions that create business value for the organization while enabling operational efficiencies
- Make the most of existing tools, capabilities, models and frameworks for alternative use cases and, where appropriate, support the assessment of new tools, technology, re-sources or vendors
- Support the holistic design and development of knowledge management solutions across people, process, content, culture and technology
- Support KM solution setup or evolution activities, such as knowledge mapping, knowledge gap assessments, taxonomy design, impact assessments, etc.
- Produce relevant deliverables required within the above-mentioned accountabilities (e.g. process mapping, senior stakeholders business value case presentations, data driven analyses, solution design blueprint)

Implementation management

- Support solution, solution workstream or solution component implementation planning in collaboration with the wider KM team, aligning on priorities, dependencies / requirements, impacts, milestones and deadlines

- Support (in collaboration with workstream leads) the implementation of key solution components, technical configurations, new processes, etc. including pilots / tests and full rollouts
- Manage or co-manage vendors, IT teams or other support teams to drive solution im-plementation

Stakeholder and network management

- Develop and own relationships with key stakeholders, including senior colleagues and partners within the business
- Proactively and strategically manage relationships with stakeholders, influencing to-ward desired outcomes and pre-empting challenges or conflict in a partnership model
- Develop an understanding of the business context and the business strategy that im-pacts the priorities and needs of these stakeholders
- Within the team, work with other senior colleagues and workstream leads toward clarity on priorities, risks, opportunities and expectations around solutions

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Division

Operations

Business Unit

Universal Hierarchy Node

Location

United Kingdom

Site

Home Worker

Company / Legal Entity

GB16 (FCRS = GB016) Novartis Pharmaceuticals UK Ltd.

Alternative Location 1

Dublin (NOCC), Ireland

Alternative Location 2

Hyderabad (Office), India

Alternative Location 3

Prague, Czech Republic

Functional Area

Research & Development

Job Type

Full time

Employment Type

Regular

Shift Work

No

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