



Information Pack for the Role of **Manager, Knowledge Management**

World Scout Bureau Global Support Centre,
Kuala Lumpur, Malaysia

April 2019



SCOUTS[®]
Creating a Better World



World Scouting

"The Mission of Scouting is to contribute to the education of young people, through a value system based on the Scout Promise and Law, to help build a better world where people are self-fulfilled as individuals and play a constructive role in society."

The **World Organization of the Scout Movement** (WOSM) is one of the largest youth organisations in the world. Scouting is a grassroots educational youth movement that is truly bottom-up in its structure and approach in engaging young people from all over the world.

World Scouting today is a confederation of 170 National Scout Organizations (NSO) in a network of over 50 million Scouts in more than 1.5 million local community Scout groups. Some seven million members are volunteers who support the local activities, resulting in a huge multiplier effect.

Through peer-to-peer leadership supported by adults, each local Scout group embraces the same set of values illustrated in the Scout Promise and Law. Each of our 1.5 million local Scout groups follows a similar system of non-formal education suited to the unique aspects of their local community.

WOSM is an independent, worldwide, non-profit and non-political organisation, which serves the Scout Movement through its NSO members. Its purpose is to promote unity and the understanding of Scouting's purpose and principles, while facilitating its expansion and development.

The **World Scout Bureau** (WSB) is the Secretariat of the World Organization. It comprises of 140 professional staff, based in nine support centres worldwide:

- Belgium, Brussels (Europe Support Centre)
- Egypt, Cairo (Arab Support Centre)
- Kenya, Nairobi (Africa Support Centre)
- Malaysia, Kuala Lumpur (Global Support Centre)
- Philippines, Makati City (Asia-Pacific Support Centre)
- Panama, Panama City (Interamerica Support Centre)
- Switzerland, Geneva (Global Support Centre)
- Switzerland, Geneva (Europe Support Centre)
- Ukraine, Kiev (Eurasia Support Centre)

Manager, Knowledge Management

Reporting to: Director, Membership Services
Location: WSB Global Support Centre, Kuala Lumpur, Malaysia
Duration: Three years, renewable

Summary

The Manager, Knowledge Management is responsible for deploying a culture of knowledge management across World Scouting. This involves continuous improvement of WSB's knowledge repositories, ensuring easy and effective use of WSB's online collaboration tools by all staff and volunteers, oversight of WOSM's eLearning platform as well as providing direct support to NSOs where required. The role will be required to liaise closely with the WSB's Unit for Digital Transformation & IT.

Role description

Key responsibilities

- Promote **a culture of knowledge management** across World Scouting:
 - develop and deploy an induction and continuous training package for staff and volunteers that promote best practices in the usage of WSB collaborative tools and WSB knowledge repositories
 - dissemination of the organization's knowledge, developing and maintaining a system of fact sheets about relevant topics worldwide
 - Develop and implement a streamlined document nomenclature across WSB
- Oversee and innovate World Scouting's **knowledge repositories**
 - Provide guidance to all teams on effective usage of day-to-day repositories
 - Oversee high level structure of the archive repository and its effective usage
 - Provide support to staff worldwide who maintain large datasets (directory, census, GSAT data, ...) to ensure a streamlined approach and facilitate innovation
- Oversee the roll-out of WOSM's **membership data portal**
- Oversee the **eLearning platform** of World Scouting
 - Function as a central eLearning expert to all staff & volunteers, together with a colleague from the Scouting Development Team (educational perspective) and the IT Unit (technical perspective).
 - Develop onboarding for new staff & volunteers in using the eLearning platform
 - Continuous improvement & quality control
- Provide support in **knowledge management of institutional processes** across the organization (Conferences procedural practices, Circular management, Resolution management, ...)
- Develop **compliance tools** on the different WSB KM objectives, ensuring a clear overview for WSB Senior Management
- **Keep abreast with evolving best practices** in the knowledge management field and establish relevant partnerships where appropriate
- Maintain a clear and continuous **liaison with the WSB Unit Digital Transformation & IT**, ensuring all knowledge management practices are aligned with WSB IT & digital standards
- Support **volunteer groups** around any Knowledge Management related areas
- Provide **direct support to National Scout Organizations** on knowledge management by answering information requests, developing resource materials and delivering trainings as relevant within the WOSM Services context
- Undertake other tasks as agreed with the Director, Membership Services from time to time.

Job requirements

This person is likely to have at least 3 years of relevant experience in developing and implementing knowledge management processes. The successful candidate would ideally also have expertise in using a wide variety of digital collaboration tools for remote teams. Experience in an international and/or multicultural environment would be considered an asset.

Experience

- Educated to at least a bachelor's degree in business, ICT and/or social sciences or equivalent through experience
- At least 3 years' work experience in developing and implementing knowledge management processes, preferably in a context with remote teams
- Experience with WOSM's processes and systems and/or volunteering organizations is considered an asset but not essential

Desired knowledge and skills

- Strong understanding of knowledge management practices and how to implement them in a global, culturally diverse and distributed organizational setup
- Proven experience with virtual collaboration and repository platforms, with a clear understanding of most recent developments and tools available
- Understanding of archiving strategies and how to align both physical and virtual records
- Understanding of eLearning platforms and the key ingredients of high-quality eLearning courses
- Ability to write clear reports and concept papers
- Ability to work and co-operate within an international and multi-cultural framework
- Ability to balance multiple tasks and work well independently and collaboratively
- Ability to diplomatically negotiate between different parties to ensure smooth cooperation towards a common goal
- Ability to communicate effectively in English (written/spoken). Literacy in French, Arabic, Spanish or Russian would be considered an asset.
- Demonstrable computer literacy:
 - Microsoft Office expertise in a business environment essential
 - Internet in a business environment, in particular with different online collaborative tools is essential
 - Experience with business intelligence and analytics applications (eg Tableau) desirable
 - Experience with project management applications desirable

Personal qualities

- Dynamic, open-minded, willing to learn, culturally sensitive
- Efficient, self-motivated, and proactive, with strong organizational skills
- Personal commitment to organizational excellence; displays honesty, integrity and a strong sense of ethics in all actions and decisions.
- Emotionally intelligent, able to build and sustain positive relationships with key stakeholders;
- Able to work under tight deadlines with a problem-solving mentality
- Capable, as a staff member, of working with Scout volunteers at national, regional and world levels.
- Willing to occasionally travel abroad, including occasional work in evenings and weekends

Summary of employment

Terms and conditions

The WSB offers a range of tangible and intangible working benefits. This is a full-time position with a contract of three years with an option to extend the contract subject to agreement by both parties.

- The salary paid on a monthly basis will be appropriate to the role.
- The position is based in Kuala Lumpur, Malaysia.
- Contractual hours of work are a minimum of 40 hours per week, Monday through Friday, but additional hours may be required for the effective performance of the role for which there will be no additional remuneration. The successful candidate must be willing to work in the evenings and on weekends, when necessary.
- The holiday entitlement is 25 days per annum plus public holidays in the country where the position is based.
- The WSB has a pension plan, education scheme, and a medical plan – full details will be provided upon employment.
- Relocation support will be provided.

How to apply

Applications should be submitted at scout.org/jobs no later than 23:59 Kuala Lumpur time, on **28 April 2019** and should include:

1. a curriculum vitae with full details of education and career history
2. a cover letter outlining your suitability for the role, relating your skills, knowledge, and experience to the requirements of the job description and personal specification. Your particular interest and motivation in applying for this role should also be outlined
3. contact information of at least two persons who can provide employment references

Applications and enquiries should be emailed to jobs@scout.org.

The WSB is committed to making appointments on merit by a fair and open process, taking due account of equality and diversity.