

## **Knowledge Roles at West Midlands Regional Development Centre (WMRDC)**

### **The NHS Knowledge & Skills Framework: Dimension 'IK3': Knowledge and Information Resources**

The Knowledge and Information Resources dimension of the KSF relates to accessing and managing all types of knowledge and information resources.

Progress through the levels in this dimension are characterised by:

- Dealing with an increasing range and complexity of information needs, from workers' own needs to routine and complex needs of others, to the overall needs of an organisation or service.
- Applying increasing knowledge and skills relating to organising information – from maintaining and organising items within an established system and framework, to developing and improving those systems and frameworks.

### **WMRDC Knowledge Roles and KSF Levels**

The following table

- outlines the key Knowledge Roles that we have identified within the Team as being necessary for significantly enhancing the effectiveness of our knowledge management,
- sets out the functions, skills and qualities relating to each role, and
- identifies and outlines the equivalent 'IK3' KSF levels for each role, so that team members carrying out particular knowledge roles can align their KSF profile accordingly, knowing that they can take advantage of the training and developmental opportunities that we are offering to support colleagues in reaching those KSF levels.

Details of Role	Personal Skills & Qualities	KSF 'IK3' Level & details
<b>Role - Chief Knowledge Officer: Strategic Champion for KM</b>		
<ul style="list-style-type: none"> <li>• Promotes the benefits of KM to external and internal stakeholders</li> <li>• Promotes the effective management of knowledge as a strategic asset to achieve organisational objectives</li> <li>• Embeds KM into the organisational culture</li> <li>• Ensures Senior Management support and active engagement</li> </ul>	<ul style="list-style-type: none"> <li>• Has a very good understanding of the benefits of effective KM and the WMRDC KM Strategy</li> <li>• Demonstrates strong leadership and excellent communication skills</li> <li>• Is able to demonstrate and promote the strategic benefits of KM to external partners</li> <li>• Is a member of the Senior Management Team</li> </ul>	<p style="text-align: center;"><b>Level 4</b></p> <p style="text-align: center;">Develops the acquisition, organisation, provision and use of knowledge and information.</p>
<b>Role - Knowledge Base Owner: Manages one or more Knowledge Bases and champions KM in his or her specialist area</b>		
<ul style="list-style-type: none"> <li>• Takes responsibility for the effective maintenance of a Knowledge Base</li> <li>• Quality-reviews all new proposed additions to the Knowledge Base</li> <li>• Ensures the use of the most effective KM tools and processes for capturing, storing and sharing knowledge relevant to their Knowledge Base</li> <li>• Maintains personal awareness of internal and external KM developments</li> <li>• Supports external and internal stakeholders to navigate the Knowledge Base</li> </ul>	<ul style="list-style-type: none"> <li>• Has a good understanding of the benefits of effective KM and the WMRDC KM Strategy</li> <li>• Is a recognised Knowledge Specialist in subject/Programme Area</li> <li>• Is able to utilise knowledge resources, tools &amp; processes</li> <li>• Is able and be sufficiently informed to develop Knowledge Bases that will meet the needs of appropriate knowledge communities</li> <li>• Demonstrates willingness to develop KM knowledge &amp; skills</li> <li>• Maintains positive working relationships within and outside the organisation</li> <li>• Demonstrates good communication skills</li> </ul>	<p style="text-align: center;"><b>Level 3</b></p> <p style="text-align: center;">Organises knowledge and information resources and provides information to meet needs</p>

Details of Role	Personal Skills & Qualities	KSF 'IK3' Level & details
<b>Role - Knowledge Base Co-ordinator: Assists the Owner in the day to day maintenance of a Knowledge Base</b>		
<ul style="list-style-type: none"> <li>• Accesses, stores, communicates and applies knowledge for the Knowledge Base</li> <li>• Submits information to the Knowledge Base Owner</li> <li>• Uses organisational KM tools to effectively maintain the Knowledge Base</li> <li>• Assists external and internal stakeholders to navigate the Knowledge Base</li> </ul>	<ul style="list-style-type: none"> <li>• Has a working understanding of KM Principles</li> <li>• Demonstrates ability and willingness to develop an in-depth knowledge of the Knowledge Base</li> <li>• Is able to utilise knowledge resources, tools &amp; processes</li> <li>• Demonstrates good communication skills</li> <li>• Demonstrates good organisational skills</li> </ul>	<p style="text-align: center;"><b>Level 2</b></p> <p style="text-align: center;">Maintains knowledge and information resources and helps others to access and use them</p>
<b>Knowledge Worker: not a specific KM role, but each member of the team is expected to:</b>		
<ul style="list-style-type: none"> <li>• Access knowledge</li> <li>• Apply knowledge &amp; information</li> <li>• Use KM tools &amp; processes</li> <li>• Apply KM principles</li> </ul>	<ul style="list-style-type: none"> <li>• Have a working understanding of KM Principles</li> <li>• Be able and willing to utilise knowledge resources, tools &amp; processes</li> <li>• Actively contribute to organisational KM systems and practices</li> </ul>	<p style="text-align: center;"><b>Level 1</b></p> <p style="text-align: center;">Access, appraise and apply knowledge and information</p>

The diagram overleaf summarises all of the Knowledge Roles that we have identified and their respective KSF Information & Knowledge skill levels.

# Knowledge Role

# KSF 'IK3' Level

Chief Knowledge Officer

4

KM Lead + KM Working Group

4

Programme Directors oversee maintenance of Knowledge Bases

Knowledge Base Owners

3

KB

KB

KB

KB

KB

1 or more Knowledge Base for each Specialist Subject Area

Knowledge Base Co-ordinators

2

Knowledge Workers

Everyone else in the Team

1