



## Position Description

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### **Knowledge Management Consultant**

**Reports To :** Chief Information Officer (CIO)

**Location:** Launceston

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#### **Background**

Under legislation approved by the Tasmanian Parliament, local government has established three regional Water and Sewerage Corporations and a fourth Common Services Corporation to take over and operate the State's water and sewerage assets from 1 July 2009.

These companies will manage the State's water and sewerage assets on a commercial basis within newly developed economic and environmental regulatory frameworks. They will also provide the balance sheet and revenue strength to enable investment in the state's water and sewerage infrastructure. The sector requires capital expenditure in the order of \$1 billion over the next ten years for infrastructure enhancement and service improvement.

The Regional Corporations' responsibilities will align with the North, the North-West and the South of the State and will manage and operate the water and sewerage assets to be transferred from all councils.

The Common Services Corporation, trading as Onstream, is incorporated as a proprietary company limited by shares under the Corporations Act and is expected to operate commercially.

Onstream is governed by a Board that comprises the Chairperson, who is also the common Chairperson for the three Regional Corporations, two Directors and the Regional Corporation's Chief Executive Officers.

Onstream has two clear business drivers –

- o The provision of effective and efficient shared service functions for the water industry clients; and
- o The facilitation of state wide outcomes to ensure sustainable Tasmanian water and sewerage industry and the achievement of community and stakeholder expectations.

Onstream services are expected to exhibit economies of scale or support the management of business risk or deliver consistency in the provision of water and sewerage services in all regions where this would result in regulatory, planning or consumer benefit(s).

Over time Onstream is intending to provide services to other clients on a commercial basis.

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## **Information Technology & Solutions (IT&S) Division**

The IT&S Division is responsible for delivering Information and Communications Technology (ICT) and Knowledge Management services to each of the three Regional Corporations, Onstream and external clients. The Division comprises four sections, CIO Services, IT Service Design, IT Service Operations, IT Network and Communications. With facilities and staff in five locations throughout Tasmania the IT&S Division is well equipped to deliver quality service and support.

### **Knowledge Management Consultant**

The Knowledge Management Consultant is responsible for facilitating the adoption of contemporary knowledge management practices and processes, and for supporting the development, implementation and use of associated systems and tools, within the Corporations.

The Knowledge Management Consultant will provide a consultancy service to clients including co-ordinating training in information and knowledge management and the use of associated systems and tools.

### **Key Responsibilities and Duties**

- Provide advice to the CIO and input into the Corporations' Knowledge Management Strategy.
- Establish and implement a Knowledge Management Framework for Onstream and the Regional Corporations, including standards, processes, procedures and guidelines.
- Facilitate the deployment and implementation of the Corporations' Electronic Document Management System (EDMS)<sup>1</sup>, to support contemporary information and knowledge management functionality and to capture information across key business processes.
- Facilitate the ongoing development of the Corporations' websites, including internet, intranet and extranet sites, as knowledge management tools.
- Provide consultancy services to external clients in the areas of information and knowledge management.
- Develop and deliver or coordinate delivery of training in systems and tools associated with information and knowledge management for clients.
- Manage relevant projects allocated to the position.
- Assist in benchmarking and identifying areas of best practise in information and knowledge management.
- Ensure a high level of customer satisfaction through professionalism and timely delivery of efficient and effective client services.
- Participate in the development of new ideas and initiatives through commitment to continual service improvement.

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<sup>1</sup> Presently using TRIM Context V.6.2

## **Selection Criteria**

This position will require the incumbent to work closely with the Regional Corporations.

### *Qualifications and Experience*

- Tertiary qualifications in Information or Knowledge Management is desirable, or other qualifications with a minimum of three years experience in information management in a commercial environment.
- Demonstrated experience in EDMS systems at an administrator level.
- Demonstrated understanding of web-based technology as a knowledge management tool.
- Proven experience in maintaining successful client relationships.
- Demonstrated experience in the provision of training.
- A current motor vehicle licence.

### *Skills and Competencies*

- Proven high level communication and interpersonal skills.
- Proven capacity for problem solving and decision making in a business context.
- A demonstrated and motivated approach to work including the ability to plan, prioritise and schedule work and allocate resources under pressure.
- Knowledge of occupational health and safety and environmental regulations as related to work practices.
- Proven capacity for problem solving and decision making in a business context.
- Demonstrated ability to negotiate effectively with suppliers.

**# The successful applicant will be required to complete a National Security / Criminal Record check.**

## **Working arrangements**

- Employment Agreement
  - Full-time
  - 38 hour week
  - Performance based remuneration
  - Hours of work flexible to meet responsibilities and requirements of the position
  - Interstate and intrastate travel may be required
  - May be required to drive for extended periods
  - May be required to work outside normal office hours
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**Working environment**

Onstream is a smoke free work environment.

Onstream is committed to high standards of performance in relation to occupational health and safety and the provision of equal employment opportunity and environmental management.

All prospective employees are required to undertake a pre-employment health assessment.

All employees are expected to participate in maintaining safe working conditions and practices and to promote and support the principle of fair and equitable access to employment or promotion, personal development and training and the elimination of workplace harassment and discrimination.

All employees have a level of responsibility for environmental management and they should make themselves aware of Onstream's Environmental Policy. Sufficient environmental education/training will be provided to enable employees to understand this policy and their responsibilities and to be able to meet these responsibilities at all times.

All employees are to ensure that Onstream's assets and operations and members of the public and their property within areas of their responsibility, are adequately protected through appropriate and effective risk management and loss control programs and measures.

Onstream is committed to the risk management principles as contained in its Risk Management Policy. As part of this, Onstream encourages and supports its employees to identify and act upon opportunities to minimise security risks and public risk and any adverse occupational health and safety and environmental impacts and issues. Resources will be provided to act upon these.



19/2/2010

Signed ..... Date .....

**Dr Christine Mucha  
Chief Executive Officer**