

POSITION DESCRIPTION

Knowledge Management Specialist

Corporate Services | Ratonga Rangatōpū group

REPORTS TO	POSITION LEVEL	DIRECT REPORTS	LOCATION	POSITION REFERENCE LEVEL
Manager, Service Enablement	Team Member	No	Wellington	13

About OSPRI

OSPRI was established in 2013 to strengthen and protect New Zealand's livestock industries through excellence in disease management and traceability.

Our vision is **farmers succeeding through exceptional biosecurity and traceability**. We work in partnership with industry, government, and farmers to deliver nationwide programmes to keep our animals disease free.

As a not-for-profit owned by DairyNZ, Beef + Lamb NZ, and Deer Industry NZ, and funded through industry levies and government investment, OSPRI is committed to delivering real value to our stakeholders by delivering on our four strategic priorities:

1. Timely, cost-effective disease eradication
2. Continuous improvement of the NAIT traceability system
3. Sector readiness and expert response capability
4. Operational excellence and ongoing improvement

Our Values



At OSPRI, our values guide everything we do. We're **purpose led** in our vision, **powered by people** who are passionate and exceptional at what they do, and **stronger together** through partnerships and collaboration. Most importantly, **we deliver** by thinking ahead, adapting and preparing for tomorrow's challenges and opportunities to ensure we deliver real results —on farms, in communities, and across the country.

Why this role is important to us

As part of the Corporate Services | Ratonga Rangatōpū Group, this role plays a key part in ensuring OSPRI delivers consistent, high-quality services to our customers and stakeholders.

The Support Centre is a critical touchpoint that helps define the customer experience of OSPRI. The Support Centre delivers accurate and timely advice, information, and support, as well as a range of administrative and compliance processes essential to the successful delivery of OSPRI's traceability and disease eradication goals.

This position is responsible for ensuring the Support Centre operates with clarity, consistency, and confidence. It supports the delivery of a high-quality, efficient and effective customer experience for our customers. It is responsible for maintaining the Knowledge Base and our quality assurance framework, translating business changes into actionable content, and supporting continuous improvement through training and onboarding.

This role works to strengthen both the quality of service delivery and the overall customer experience for farmers and stakeholders.

All roles at OSPRI play a part in keeping everyone safe. This means following our health and safety policies to look after yourself, your team, and anyone affected by our work.

What success will look like

- Creating, updating and maintaining knowledge articles to reflect current processes, policies, and ways of working.
- Ensuring content is accurate, accessible, and aligned with business standards.
- Acting as the gatekeeper for knowledge integrity by preventing duplication, inconsistencies, and outdated information.
- Collaborating with business units to stay informed of upcoming changes.
- Translating complex updates into clear, actionable knowledge for the support centre.
- Working closely with Support Centre leaders to ensure teams receive the updates they need when they need them.
- Analysing Support Centre data, including QA scores, knowledge base utilisation and support channel insights to uncover knowledge gaps and opportunities to improve processes
- Designing and delivering training and knowledge base updates based on insights analysis
- Supporting leaders to deliver the quality assurance model.
- Leading the onboarding process for new OSRs, ensuring they are equipped with essential knowledge and tools.
- Working with the Support Centre leaders to ensure the quality assessment programme is effectively implemented.
- Providing ongoing support and coaching to team leaders and frontline employees.
- Monitoring and reporting on knowledge base performance and user engagement.
- Promoting and upholding OSPRI's values, living these daily.
- Creating and fostering a diverse and inclusive environment at OSPRI.
- Promoting Health & Safety in your everyday practice, and it is embedded in how you operate.

What you will bring with you

Critical Competencies:

- Build strong relationships and deliver customer-centric solutions.
- Ability to make sense of complex information and translate that to different audiences.
- Taking on new opportunities and challenges with high energy and enthusiasm.
- Demonstrating drive, achievement, optimism and delivery focus even under challenging circumstances.
- Identifying knowledge gaps and proactively addressing them through targeted learning interventions.
- Driving a culture of continuous learning and knowledge sharing.
- Excellent communication skills (facilitation and written communication)
- Understanding of adult learning principles and microlearning techniques (nice to have, not essential)
- Analytical – ability to turn insights into actions

Professional/Technical Skills:

- Experience in knowledge management, learning and development, or similar fields.
- Technical capability to create, manage and maintain knowledge content and systems.
- Ability to work in a flexible, fast-paced environment and to manage ambiguity.

- Proven experience in designing, developing and delivering training in a service environment, ideally a support centre

Experience:

- 5+ years of experience in a similar role.