

Job Title

E2E Program Manager - Knowledge Management

Location

Eindhoven, Noord-Brabant, Netherlands

Job Description

In this role, you have the opportunity to

As E2E Program Manager for KM (Knowledge Management) to be accountable for advising the businesses, markets or functions (domain) in your scope - Services & Operations- with an effective KM strategy and take care of the successful implementation of company's Knowledge Management capability.

You are responsible for

- A specific domain within the company to implement knowledge management capabilities focusing on multiple knowledge areas owned by the domain.
- Making sure KM becomes part of a domain strategy and prepare a plan in cooperation with other relevant stakeholders in the team and the receiving organization to implement the KM capability.
- Providing feedback from the domain to the central team to improve and further develop the KM capabilities.
- Embedding and applying the change management approach in the implementation activities, in compliance with the Standard Implementation Methodology (SIM) and company's Excellence guidelines
- Closely collaborate with BPE's and Change & Comms team towards completion of deliverables, implementation and adoption of the knowledge Management process and tooling, share good practices and lessons learned.
- Collaborate in the team to ensure execution/resolution of interdependencies to ensure a successful implementation
- Accountable for the execution of the Project Implementation Plan and resolve risks/issues to ensure deliverables are met on time against the plan (with support of all program workstreams)
- Support the receiving organizations (markets, business groups, other organizations) in the change, ensure integrated and coordinated implementation planning and execution of the program activities
- Provide transparency and visibility across the program workstreams of the implementation activities by reporting the progress and performance

You are a part of

The Business Transformation organization, working in company's Knowledge Management program team, which is one of the enablers to succeed as a solutions company.

To succeed in this role, you should have the following skills and experience

- Preferable a Master combined with relevant experience within a commercial environment. 6+ years of experience.
- Playing the role as linking pin between different organizational units to ensure successful implementation and adoption of capabilities
- Proven ability to be a strong, independent manager who can navigate in a complex business / program environment
- “Servant Leader” mentality, able to drive decision making focusing on internal customers, (receiving organizations) and represent their interests in the overall program
- Experience in business change management and/or transformation programs
- Previous experience in Knowledge Management projects or initiatives is a strong advantage
- Strong communicator who is able to work with all levels of the organization
- Team player who can collaborate with Markets, BGs, functions and program teams
- Structured, organized and stress-resilient personality able quickly to understand the issues and bring together necessary resources to resolve them
- Ability to build a strong relationship with key stakeholders
- Ability to see the “bigger picture” and how various program components interconnect and influence each other
- Fluent in English, other language is an advantages

In return, we offer you

A path towards your most rewarding career. Succeeding in this market-based role in a complex environment will open many doors for your long-term career, in other areas in the company or otherwise. We also believe that we are at our best as a company when you are at yours as a person. Thus, we offer competitive health benefits, a flexible work schedule and access to local well-being focused activities. Furthermore, company University is available to all employees for learning and development opportunities

This vacancy is published on 13th January 2020.