

KNOWLEDGE MANAGEMENT | DOCUMENT SUPPORT OFFICER

JOB IDENTIFICATION	
Job Title:	Document Support Officer
Reports To:	Knowledge Management Officer
Department:	Knowledge Management

THE ROLE

PURPOSE

- Creates, manages and maintains Appleby's suite of legal precedent templates in support of the Knowledge Management (KM) team of professional support lawyers.
- Supports legal practice groups by ensuring that KM resources are accurate, up to date, and compliant with internal standards.
- Provides expertise and support to secretarial teams for escalated issues with complex legal documents.
- Collaborates with teams across the business to provide general document support as required for specific business projects.

PRINCIPAL DUTIES AND RESPONSIBILITIES

Create and revise legal and business documents in line with brand guidelines and house style

- Create and amend documents accurately and in a timely fashion.
- Use track changes, document comparison software and/or handwritten mark-ups to make amendments.
- Strip and reformat documents.
- Troubleshoot problem documents using extensive knowledge of Microsoft Office to find solutions.
- Create tables, flowcharts, and presentations to a high standard.
- Use internal document automation software to maintain frequently used document suites.

Effectively manage the document control cycle to ensure KM resources are appropriately identified and stored

- Support the KM function through management of SharePoint wiki pages and document libraries.
- Effectively manage the Knowledge Bank archiving process to avoid misuse of obsolete documents.
- Identify opportunities for process improvements, automation and efficiency gains in documentation processes, systems and workflows.

Provides general administrative support to the Knowledge Management (KM) team

- Supports the KM team with ad hoc general administration as required to achieve business objectives.

KNOWLEDGE, SKILLS AND EXPERIENCE REQUIRED

- Proficient in use of Microsoft Word including production and formatting of long, complex documents.
- Working experience of other Microsoft Office packages including Excel and PowerPoint.
- Microsoft Office certifications would be highly advantageous.
- Strong attention to detail to review, edit and format documents accurately; identifying errors, inconsistencies and non-compliance issues, and ensuring document quality.
- Strong organisational skills to manage multiple documents, versions and revisions effectively, ensuring that documentation processes are streamlined and efficient.
- Ability to work consistently to brand and style guidelines to ensure accuracy and compliance.
- Responds quickly to enquiries and works with urgency, particularly with client-facing documentation.