

Process Manager, Knowledge Management

Job ID

REQ-10050623

May 08, 2025

India

Summary

Leading the implementation and governance of new processes in sync with the existing Knowledge Management solutions, aligning them with business goals, establishing performance metrics, managing stakeholder relationships, and driving continuous improvement initiatives. This role requires a good understanding of business process management principles, strong analytical skills, and the ability to collaborate effectively with cross-functional teams.

About the Role

Location – Hyderabad

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Key Responsibilities:

Process Management

- Understand and drive newly established processes, creating comprehensive documentation.
- Execute process design, management and optimization plans, coordinate activities, monitor progress, and manage challenges.
- Collaborate with project teams to ensure processes are aligned with business goals.
- Establish process performance metrics, monitor key indicators, and provide regular updates to senior management.
- Proactively identify process and governance risks, dependencies, roadblocks and inefficiencies and take ownership to drive resolutions directly with stakeholders
- Serve as the primary contact for escalation for all teams involved in the process.
- Facilitate communication and resolve conflicts to keep project momentum
- Commit to learning about data privacy, legal, ethics, risk, and compliance requirements related to content and supporting stakeholders in adhering to these requirements within business solutions

Stakeholder management and engagement

- Cultivate strong relationships, build partnerships, and effectively communicate to influence positive

outcomes aligned with business priorities.

- Provide training and support by explaining solution requirements, functionalities, and processes to assigned stakeholders.
- Assist in change and adoption management activities.

Continuous improvement

- Conduct regular audits and reviews to identify improvement opportunities.
- Develop and implement strategies for process improvement that enhance operational efficiency.
- Collaborate with project teams on continuous improvement activities related to content or aspects of knowledge solutions.
- Provide guidance and training on process improvement methodologies to team members.

Essential Requirements:

- MBA, Masters in Operations Management or similar
- Fluent English (both written and spoken)
- 11+ years of experience with business consulting, or related in a consulting, corporate or enterprise environment
- Certifications in Business Process Management (BPM), Lean Six Sigma, CPPM or similar
- Change management experience
- Experience working in multinational, multicultural environments required
- Excellent communication and collaboration skills
- Strong critical thinking and problem-solving skills

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