

## **Business Analysis & Knowledge Management Apprentice**

At NIS Ltd, capturing organisational knowledge and continually improving the way we work are fundamental to building a strong and sustainable future for the business. We are now looking for a Business Analysis & Knowledge Management Apprentice who will support the development and delivery of Knowledge Management (KM) across the business, whilst undertaking a Level 4 Business Analyst apprenticeship.

This is an exciting opportunity to combine formal business analysis learning with practical experience, helping NIS Ltd to capture, share and make better use of the knowledge and experience within our organisation.

Over approximately 18 months, you will develop valuable business analysis skills whilst gaining hands-on experience in Learning From Experience (LFE), knowledge capture, process improvement, digital knowledge systems and knowledge sharing. Working with colleagues across the business and under appropriate guidance, you will help make organisational knowledge easier to capture, find, share, reuse and apply — helping to future-proof the business and build valuable in-house capability.

### **Specific Areas of Responsibility;**

- Support business and knowledge analysis activities, including stakeholder interviews, workshops, requirements gathering and process/knowledge-flow mapping.
- Support LFE capture, review and analysis, translating project and operational experience into clear, structured and reusable learning.
- Assist with tacit knowledge capture from subject matter experts using interviews, walkthroughs, observation, storytelling and other appropriate methods.
- Help maintain and improve KM systems, registers and SharePoint resources, including taxonomy, metadata, data quality, searchability, AI and content organisation.
- Analyse KM/LFE information to identify themes, recurring issues and improvement opportunities, and develop clear knowledge resources such as guides, briefings, videos and case studies.
- Work with project and functional teams to identify knowledge needs and gaps, embed KM into ways of working, and support KM communications, knowledge-sharing and improvement activities.

You don't need previous experience in business analysis or knowledge management. We are looking for someone with a keen interest in IT and technology, who is curious, organised, willing to learn and interested in business analysis.