

Job Description

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| Department: | Corporate Services |
| Division/Section: | Communications |
| Job Title: | Website Assistant |
| Post No: | tbc |
| Grade: | B3206 |
| Reports to: | Website Manager |
| Organisation Chart: Show immediate manager and any jobs reporting to this post. | <pre> graph TD WM[Website Manager] --> WO[Website Officer] WM --> WA[Website Assistant] </pre> |
| DBS Check applicable? | Basic <input type="checkbox"/> Standard <input type="checkbox"/> Enhanced <input type="checkbox"/> None <input checked="" type="checkbox"/> |
| | Is post exempt under the Rehabilitation of Offenders Act 1974 in respect of declaration of spent convictions? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> |
| Line Management responsibility for: | No. of direct reports: No. of indirect reports: 0 |
| Size of budget: (Per annum) | - state whether <i>accountable</i> for (i.e. budget holder) or <i>accounting</i> for (e.g. monitoring) Budget should exclude salary costs |
| Job Purpose: | You will work within the corporate communications team, as part of the website team. Your work will focus on content maintenance and quality assurance for the |

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| | <p>council website and communicating with and advising many stakeholders across the organisation.</p> <p>You will take the lead on a rolling audit of all our web content to ensure the website is accurate and current. This will involve advising departments on their web content and taking complex information and making it usable for the public.</p> <p>You will provide customer support to council service teams including change requests, issue resolution and content queries - monitoring and actioning these within our team inbox. You will be working to tight deadlines and prioritising work on a daily basis.</p> <p>You will make recommendations to enhance our website content, providing feedback based on insights, or our web content policies and principles.</p> <p>You will ensure that the council's website and microsites meet recognised accessibility standards (WCAG) and adhere to our quality standards. You will have responsibility for monitoring our quality assurance tools and making edits to improve issues identified.</p> |
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Main Duties and Responsibilities:

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| | <ul style="list-style-type: none"> • Manage the team inbox, actioning incoming requests efficiently, and responding to queries and issues – providing effective and timely support to council teams and internal stakeholders. This will include working along service areas and advising on web content and challenging when needed to ensure content is presented in the best possible way. • Take the lead on a rolling audit of the website structure, and review content on a rolling basis against our policy, and quality assurance standards. You will highlight any issues or concerns with content stakeholders and work alongside them to address them. • Utilise our quality assurance software to identify issues on a daily basis. Fixing technical issues or proactively improving content and publishing without approval process. • Proof, edit, and improve supplied content adhering to our writing style and website policies. Take complex information and reposition it in a way which is understandable to the public. Liaise with relevant stakeholders explaining the changes you have made or engaging with them to help them optimise their web content based on user data, insights or best practice. • Investigate and make PDFs documents and other media accessible or when appropriate convert them into effective web content. • Ensure content compliance when you publishing to the live website (e.g. copyright, data protection, accessibility, and privacy laws) and content meet our localised branding and web content policies. • Undertake work to assist the Website Officer with tasks such as data entry, content migrations, proofing, analytics and reporting. • Support with checks and regression testing following development work or upgrades. • Support the delivery of the website strategy/policies. • Attend team meetings and project scrums to stay informed about wider areas of work within the team and communicate any important updates or upcoming challenges you are aware of. |
| Generic Responsibilities: | <p>To carry out all responsibilities with regard to the Council's Equalities Policy and Procedures and Customer Care Policy.</p> <p>To comply with all Health & Safety at work requirements as laid down by the employer.</p> <p>The council is committed to safeguarding and promoting the welfare of children and vulnerable adults and expects all staff and volunteers to share this commitment.</p> |
| Flexibility Clause: | Other duties and responsibilities express and implied which arise from the nature |

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| | Date Issued: February 2017 | Last updated: Jan 2023 |
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| | and character of the post within the department (or section) mentioned above or in a comparable post in any of the Organisation's other sections or departments. | | |
| Variation Clause: | <p>This is a description of the job as it is constituted at the date shown. It is the practice of this Authority to periodically examine job descriptions, update them and ensure that they relate to the job performed, or to incorporate any proposed changes. This procedure will be conducted by the appropriate manager in consultation with the postholder.</p> <p>In these circumstances it will be the aim to reach agreement on reasonable changes, but if agreement is not possible the Head of Service reserves the right to make changes to your job description following consultation.</p> | | |
| DATE: | 1/3/23 | COMPLETED BY: | Amanda Rose |