



JOB DESCRIPTION

Job title	Web & Digital Co-ordinator
Salary range	£20,293 - £21,112 per annum
Department	Communications & Insight – Membership Services
Working pattern (hours/weeks etc)	37.5 hours per week to be worked flexibly to meet the needs of the role. Some evening and weekend work will occasionally be necessary, although this can typically be undertaken at home. The post holder will work across all NTU campuses as necessary.
Responsible to	Communications & Insight Manager
Supervisory responsibility	None
Job purpose	The front-end development of NTSU's website. Proactive research & implementation of digital products that meet NTSU's organisational needs. To provide technical support for digital systems and ensure a high level of digital literacy across NTSU.

Main duties and responsibilities

1	Lead on the day-to-day management of the NTSU website, developing its content & feature set to ensure its functionality is effective, up-to-date, and user-friendly.
2	Lead on the implementation of digital products that meet the organisational needs of the business, including MS Office 365 apps, work request ticketing systems, online forms, project management tools, API integrations and automation tools.

3	Ensure our day-to-day systems and practices are compliant with Data Protection legislation.
4	Monitor and report on the effectiveness of NTSU's digital systems to ensure we are using the appropriate tools and best digital practice across the organisation.
5	Proactively research and identify trends in digital product developments, making recommendations as appropriate.
6	Lead in administering user accounts and permission sets for both NTSU staff and students on our website and other digital platforms, ensuring they are accurate, up-to-date and that satisfactory security and confidentiality are maintained.
7	Provide technical support and training to staff for the website and other digital platforms across the organisation, creating support documentation and working with service providers to solve issues where appropriate.
8	To ensure compliance with financial regulations policies and procedures which includes the completion of monthly finance requirements.

Secondary and other duties

1	Work with staff in the Communications team to deliver an excellent service to stakeholders.
2	Support the delivery of segmented student communications through email, social media, news feeds, and other digital tools.
4	Maintain a proactive and collaborative working relationship with digital service providers and the University's IS department.
5	Ensure the data protection agreement with the University is fully adhered to and updated where required. Proactively identify and report any issues which may arise to line managers.
6	When delegated to do so, act on behalf of the department line manager and be a main point of contact in their absence.

Standards

- The post holder will, at all times both professionally and personally, portray a positive image of NTSU
- The post holder will at all times uphold the values of NTSU and thereby demonstrate high standards of integrity, accountability, respect for others, courtesy and professionalism

- The post holder will be expected to be flexible and willing to support colleagues, both in their own team and in NTSU more widely. They will be expected to undertake any task which helps NTSU achieve its objectives that may be reasonably asked of them, given their role and position in NTSU
- The post holder will be expected to actively support good practice in energy efficiency, waste reduction, recycling and champion the organisation's ethical and environmental policies

Miscellaneous

- The definition and examples of work included above are not exhaustive – they are illustrative and for guidance only. A particular post holder with this job title may not perform all duties detailed in this job description. Conversely, not all the duties performed will be listed on this document.
- It is the practice of NTSU to periodically examine employees' job descriptions and update them to ensure they relate to the job as then being performed. This will be done with the Senior Manager in consultation with the employee.

EMPLOYEE SPECIFICATION

Job title	Web & Digital Coordinator
Department	Communication & Insight (Membership Services)
Responsible to	Communication & Insight Manager

Criteria	Essential	Desirable
Qualifications		Degree or demonstrable equivalent experience
		A digital based qualification
Experience	Experience of using website CMS.	Experience of using the NUS Digital Platform.
	Experience of administering digital systems and processes.	Experience within a Students' Union, charity or membership-led organisation.
	Experience of providing technical support.	Experience of digital service development.
	Experience of building MS SharePoint sites or similar platforms.	Experience of API integration.

Skills	Ability to develop front-end website content using basic HTML and CSS.	Ability to develop web platforms / tools using advanced HTML, CSS, JavaScript and APIs.
	Ability to work with others.	
	Ability to provide technical support to non-technical staff with technical issues.	
	Strong communication skills.	
	Able to contribute to driving continuous improvement.	
Knowledge	A clear knowledge of how to effectively plan, monitor and review the adoption and use of digital systems. Up-to-date knowledge of issues and good practice relating to data protection legislation.	Awareness of the systems and structures in, and issues affecting, Students' Unions and Higher Education. Knowledge of technical website SEO.
	Up-to-date knowledge of trends and best practice relating to digital products.	
	An understanding of how to work in a varied environment with conflicting priorities.	