**Job Profile: Online Operations Officer**

**This supplementary information for Online Operations Officer for is for guidance and must be used in conjunction with the Job Capsule for**

**Job Family: ICT Shared Service Job Level 3, Zone 2 Camden Way Category 3**

**It is for use during recruitment, setting objectives as part of the performance management process and other people management purposes. It does not form part of an employee’s contract of employment.**

**Role Purpose:**

The Shared Digital service are seeking an innovative Online Operations Officer to provide support and day-to-day administration and maintenance of the online systems that make up Islington council’s online landscape – including the council’s sitecore website, directories, promotional and campaign sites. You will ensure the Council’s online products adhere to the GOV.UK digital by default principles.

The post holder will be required to make recommendations for online solutions in order to advise senior management across the council on the best solutions to meet business objectives and the wider needs of the council, residents and businesses and update content.

Working within the Shared Digital service, you will take a collaborative approach, engaging with stakeholders at all levels to ensure solutions provided meet both user and business needs and adhere to web and house standards.

**Example outcomes or objectives that this role will deliver:**

* Participation in an out of hours on-call rota.
* Triage website issues, monitor and escalate to the developer as appropriate.
* Manage the administrators’ manual with explanations of ongoing errors or tips on looking after our various websites
* Lead and arrange meetings with service areas about their content and implement tasks
* Support the communications team and colleagues, to ensure staff are competent on a range of digital communications channels and techniques to act as digital champions
* Maintain and administrate the permissions of the council’s externally hosted websites, as directed by the online operations manager
* Deliver small training sessions for content publishers of the council’s intranet, document uploaders, administrators on the council’s directories, and other websites
* Understand best practice principles of usability, information architecture and design and ensure they are applied across all our websites
* Understand copyright, liable, data-protection and legal issues in relation to internal and external communications online and ensure content publishers follow internal guidelines
* Understand project management principles as applied to web development and ability to multi-task across a variety of web projects and to prioritise under pressure
* Day to day maintenance and development of content on https://www.islington.gov.uk - approving authors’ content against our standards, uploading documents, and uploading images

**People Management Responsibilities:**

No direct line management responsibility.

**Relationships**

* Internal
  + Operational stakeholders – all levels of staff including the Chief Executive, Directors etc.; members
  + Wider Technical teams in ICT and communities
* External
  + Suppliers

**Work Environment:**

Office based - 7 Newington Barrow Way, N7 7EP/ Islington Town Hall, Upper St, London N1 2UD and other Shared Digital offices across Islington, Camden and Haringey Council as required

**Technical Knowledge and Experience:**

* Excellent content editing skills
* Knowledge of ITIL / Agile
* Experience in liaising with customers and building lasting working relationships
* Experience in liaising with suppliers with regard to developing designs and quality assuring work
* Experience in maintaining and updating a corporate website
* Experience in delivering training sessions on any web-based system
* Experience of providing support via email and phone on the use of web and helping other users in resolving their problems
* Experience with Sitecore would be an advantage
* Experience with WordPress would be an advantage
* Proven ability to learn and understand new web technologies quickly and work with those technologies regularly
* Comfortable with presenting ideas and recommendations on web improvements to small groups of staff
* Good communications skills, both oral and in writing with good attention to detail
* Ability to take the initiative and proactively resolving problems on websites as they arise and escalating them appropriately to ensure their resolution
* Knowledge of how content management systems work, their strengths and weaknesses, and how to develop websites and intranets in a CMS environment.
* Proven ability to multi-task across a variety of web projects and to prioritise under pressure
* Ability to develop support guides and training material for online systems
* Fully understand the principles of data protection, GDPR and information governance and how they apply to local authorities and websites.
* Excellent presentation skills and ability to use a wide variety of tools for presentation and training purposes
* Good understanding of accessibility (WCAG 2.0) and how to apply this in practice (including creating accessible documents)
* Classic front-end development skills – HTML & CSS
* Experience in using of web statistical packages such as Google analytics and how to use them to identify improvements to user journeys and experience
* Experience in leading review meetings with stakeholders, capturing improvements and sending out minutes

**Camden Way Five Ways of Working**

*In order to continue delivering for the people of Camden in the face of ever increasing financial pressure, we need to transform the way we do things. We call this the Camden Way. The Camden Way is a key part of our transformation strategy often referred to as the transformation triangle which links the Camden Plan, the Camden Way and the Financial Strategy together.*

The Camden Way illustrates the approach that should underpin everything we do through five ways of working:

* •Deliver for the people of Camden
* •Work as one team
* •Take pride in getting it right
* •Find better ways
* •Take personal responsibility
* For further information on the Camden Way please visit:

<https://camdengov.referrals.selectminds.com/togetherwearecamden/info/page1>