

ROYAL BOROUGH OF WINDSOR AND MAIDENHEAD

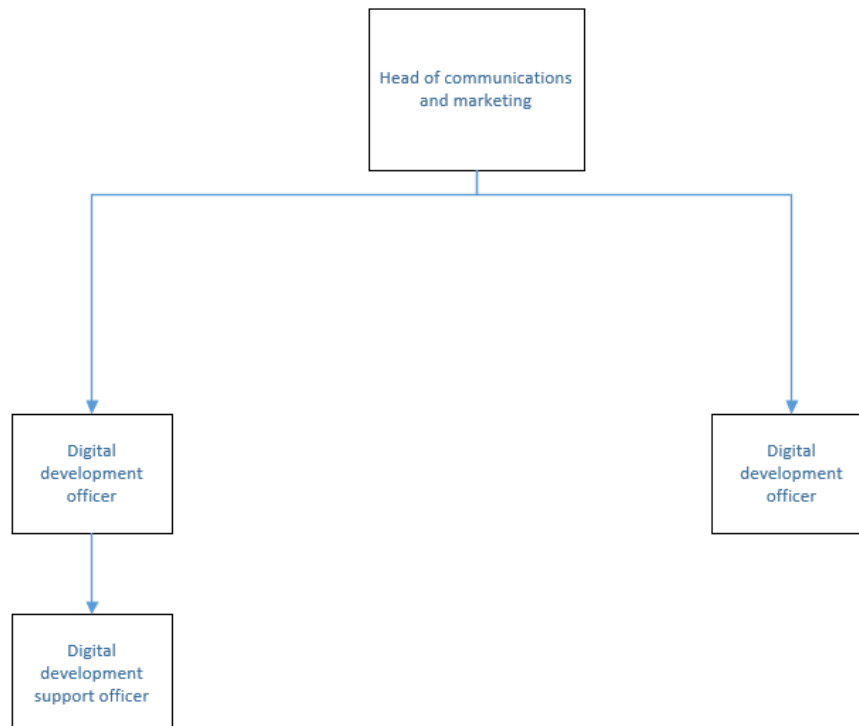
Job Accountabilities

Job Title: Digital development support officer	Job number: WM0393
Service Area: Communications and Marketing	Team: Digital Development

JOB PURPOSE

- To assist the digital development team with the running of the CMS and CRM.
- To assist with the co-ordination of CMS and CRM training for officers across the council.
- To promote digital by default across the organisation.

POSITION WITHIN SERVICE STRUCTURE



JOB ACCOUNTABILITIES

Service delivery accountabilities

Work alongside the two digital development officers to update the council's website when required including content updates, document uploads, marketing panels and alerts.

Work alongside the two digital development officers to update the customer engagement platform to make the user journey as simple as possible for residents.

Assist with general administration for creating, updating and deleting forms within the customer engagement platform.

Assist with a range of digital development projects to ensure that residents needs are met.

Work alongside the team to manage any technical developments, patches and fixes within the CMS and CRM systems.

Provide digital support to officers across the organisation.

Provide support when training sessions are needed for CMS and CRM.

Communicate any maintenance, changes or downtime in either platforms to the organisation and other users.

Use data to provide an insight into further work that should be carried out and developed to further the digital development journey.

Develop skills in the Microsoft office suite.

Standard accountabilities/responsibilities that apply to all council staff or specific groups are set out in the Employee Handbook, these include:

- Corporate management
- Information governance compliance
- Whistleblowing
- General Safeguarding Statement
- Project and work management
- Working in a team
- Risk management including Health & Safety
- Business continuity
- Equality of Opportunity
- CREATE- our corporate behaviours
- Budget management
- Specific responsibilities for managers.

Local operating procedures and specific activities/tasks will be supplied by the service.

Person specification

Key Criteria	Essential	Desirable	How assessed
Qualifications and training	Good basic qualifications at GCSE level, Or Demonstrable appropriate experience	Qualifications in digital and/or project skills	Application form
Job Competence summary (knowledge, skills, abilities, experience)	<p>Demonstrable experience of working in an office environment.</p> <p>Demonstrates excellent computer skills, including the use of Microsoft Office.</p> <p>Positive attitude, detail and customer orientated with good multitasking and organisational abilities.</p> <p>Willingness and ability to learn to use new tools and technologies.</p> <p>Takes responsibility for their own learning.</p> <p>Self-motivated and able to work on own initiative.</p>		All to be assessed through the application process, interview and practical exercises.
Other requirements (eg unsocial hours working, driving licence, fit to drive Council vehicle etc)	<p>Flexible attitude to working hours – with some evening meetings and out of hours as required.</p> <p>Ability to drive and full driving licence.</p>		
This post has been identified as customer facing in accordance with Part 7 of the Immigration Act 2016 and therefore the council's English language fluency standard applies.	The ability to converse at ease with the public, answer questions and provide advice, including the use of specialist terminology relevant to the job role/profession and where necessary for an extended period of time.		The competent answering of interview questions in English.