(Tier 5)

Tier 5/ Web Officer, Scale I

Directorate: Service area:	Resources Directorate – Enabling Services – ICT & Digital
Accountable to:	Team Lead – Web
Accountable for:	N/A
Politically restricted post	TBC
Delivery teams:	N/A

Context

You will play an active role as part of our Web team working in partnership with our commissioning teams to design and deliver customer focussed services that meet our delivery capabilities.

You will support the Service Manager and other Delivery Team Leaders in achieving our organisational vision and outcomes.

You will work collaboratively with your team to meet the outcomes of the service delivery plan. You will develop and maintain good working relationships with our range of key stakeholders including statutory partners, service providers, voluntary section and customers.

Specific role assignment

Delivery responsibilities	Web site maintenance and design Configuration & trouble shooting
Key business measures	TBC
Statutory responsibilities *(if applicable)*	Not applicable.
Specific experience	The ability to independently interpret and analyse varied Web incidents/ requests logged and/or customer requirement and to recommend/produce appropriate solutions. The ability to make improvements to web content to enable accessibility, readability and to bring in line with the digital style guide. Experience of making improvements to websites by using relevant data, such as analytics, user testing or card sorting.

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	Experience of using a CMS to manage web content and excellent knowledge of HTML.
	Strong interpersonal skills in order to manage the expectations of all stakeholders and influence/change views and opinions.
	Experience of providing information and advice including the ability to communicate complicated or sensitive information with varied audiences regarding Web technologies.
	The ability to organise own workload effectively and decide priorities.
	Experience of contributing to the development of Web policies and procedures.
	The ability to use own initiative to respond independently to difficult problems and unexpected situations.
	Good practicable knowledge of web technologies and industry best practices.
Desirable criteria	Excellent knowledge of, and experience in delivering, UX design and online customer journey development.
	Knowledge and understanding of online accessibility standards and practices, and the importance of such.
	Strong written communication skills, with emphasis on developing content for online customer audiences.
	Awareness of, and strong commitment to, customer care.
	Confidence to promote good practice and challenge content quality issues.
	Flexible and creative approach to tasks and problem solving.
	Driven towards continually learning and staying-up-to-date with new online trends, technologies and E-channels.

V1.0
*service = service, team, functions

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	Educated to degree level or equivalent in a relevant subject or having at least three years' experience in a related or relevant role.
	Able to research and interpret technical information for non-technical audiences: both in written format and verbally.
	Ability to apply guidelines, knowledge and own judgement to make recommendations on the best way forward.
	IT skills to include email and Microsoft applications with an ability to understand technical systems to facilitate effective process development.
	Understanding of online government services is desirable.
	Experience of creating a test plan is desirable.
	A desire to establish standards, procedures and frameworks.
	Team oriented.
	Able to engage and communicate professionally with staff at all levels.
	A commitment to anti-discriminatory practices in employment and service provision. Willingness and ability to take personal responsibility for implementing Equality and Diversity in relation to line management of staff and to ensure all processes are inclusive in their delivery channels.
	Understanding of the need for confidentiality and compliance with service regimes.
Specific qualifications/and registration	Not applicable
Budget responsibility	Not applicable
FTE responsibility (line management)	Not applicable

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Key stakeholder relationships	Web Users
	Marcomms
	ICT Management
	Project Managers
	Business Analysts
	3rd party engagement

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WCC values and behaviours

The post holder must be able to demonstrate that they role model the WCC values and behaviours.

Our Values – The Warwickshire DNA

High performing   Collaborative   Customer focused   Accountable   Trustworthy

Our Behaviours

do what we say

move with purpose and energy

focus on solutions

help people and communities to find their own solutions

build strong working relationships

be the best we can be

Strategy... the direction we will take to achieve our outcomes

Plan... what we will do to achieve the strategy

Commissioning...the process of how we will plan, purchase and monitor our services

Strategic Commissioning... the process for understanding, planning and delivering services to achieve the best outcomes

Operational Commissioning...the process for meeting need at an individual level or to a specific group

Delivery..providing services to our customers

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