

(Tier 5)

Tier 5/ Junior Web Editor, Scale F

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
Key business measures	TBC
Statutory responsibilities (if applicable)	Not applicable.
Specific experience	The ability to independently interpret and analyse Web requests logged or situations and to produce solutions The ability to organise own workload and decide priorities. Experience of contributing to the development of Web policies and procedures.

(Tier 5)

	<p>To assist with ensuring the content of the sites are in line with business requirements and to industry best practices.</p>
<p>Desirable criteria</p>	<p>Understanding of current technical platforms that support the web.</p> <p>Experience of website content management systems.</p> <p>Understanding of the importance of making websites and online service accessible to visitors with disabilities.</p> <p>Awareness of, and strong commitment to, customer care.</p> <p>Confidence to promote good practice and challenge content quality issues.</p> <p>Ability to focus on relevant information and to manage and structure this information in a logical manner.</p> <p>Driven towards continually learning and staying up-to-date with new online trends, technologies and online channels.</p> <p>Educated to A Level equivalent A-C (eg NVQ level 3) in a relevant subject or have at least three years' experience in a related or relevant role.</p> <p>IT skills to include email and Microsoft Office applications with an ability to understand technical systems to facilitate effective process development.</p> <p>Able to research and communicate technical information: both in written format and verbally.</p> <p>Flexible and creative approach to problem solving.</p> <p>Experience of liaising with external and internal stakeholders, e.g. clients, customers, partner agencies, management.</p>

(Tier 5)

	Team oriented.
Specific qualifications/and registration	Not applicable
Budget responsibility	Not applicable
FTE responsibility (line management)	Not applicable
Key stakeholder relationships	Web Users ICT Management Project Managers Business Analysts

(Tier 5)

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

