

Post Specification

Date	December 2023
Post Group Number	6897
Post Title	Website Development Assistant
Job Family	Organisational Support
Job Family Role Profile	OS7
Final Grade	Grade 7

To be read in conjunction with the job family role profile

Service Area description

This is a key role in the Digital Team. The team is responsible for developing and improving our customers' digital experiences, supporting the Council's ambition of enabling increased self-service, creating end-to-end digital services that are engaging, appropriate and accessible and ensuring that our digital design principles are at the heart of change.

Purpose of this post

The main purpose of this post is to support the improvement and management of the Council's external and internal facing websites and digital platform, contributing to the ongoing development of the Council's online self-service offer. The postholder will play a key role in supporting content production and publishing on the Council's internal and external websites, using our content management system. You will be responsible for working with service areas to support the development of web pages, ensuring that content is written in line with the Council web content standards. You will also support the technical maintenance and development of the site.

Key job specific accountabilities

1. Create and maintain webpages using the Council's content management system (CMS), championing best practice in website development.
2. Work with service areas to develop web content in order to ensure it is written and published in line with technical and accessibility standards ensuring information is up to date and accurate.
3. Provide support to the technical maintenance of the Council's online presence and identification of solutions.
4. Contribute to the preparation of performance reports as required, using website analytics.
5. Provide support to customer engagement activities undertaken by the Digital Team to inform the continuous development and improvement of the website

Please note annual targets will be discussed during the appraisal process

Key facts and figures of the post

Budget

Responsibilities

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Staff Management Responsibilities	
Other	Support to the maintenance of the Council's CMS and digital platform
Essential Criteria - Qualifications, knowledge, experience and expertise	
- NVQ level 3 or equivalent - Experience of developing customer focussed websites and a good understanding of web technologies, usability and trends - Technical experience of web development - Knowledge and web development experience using HTML, CSS, Javascript frameworks, - Knowledge of Search Engine Optimization techniques - Knowledge and experience in developing websites to meet web accessibility standards - Creative problem solving skills - Excellent attention to detail - Influencing, negotiation and interpersonal skills. - Excellent organisational, time and project management skills, with a proven ability to prioritise and meet deadlines - You should have excellent communication and interpersonal skills, - Ability to communicate effectively with users Experience of working in the public sector	
Disclosure and Barring Service – DBS Checks	
This post does not require a DBS check.	
Job working circumstances	
Emotional Demands	Minimal emotional demands but there is an element of working under pressure of deadlines and competing priorities
Physical Demands	No demand for lifting heavy and/or bulky equipment, and/or working in awkward or confined spaces and at heights.
Working Conditions	No exposure to adverse weather, occasional working with adverse temperature and/or noise, normal levels of adverse people behaviour.
Other Factors	