Job Description

Job Title	Junior User Experience Content Manager
Directorate	Strategy & Change
Service Area	Customer and Web Technology
Grade	6
Competency Level	1
Salary	£35,412 to £39,862
Job Type	Hybrid
Location	Cunard Building
Disclosure and barring service (DBS)	N/A
Job Evaluation Ref No	

Job Purpose

Management of Liverpool.gov.uk's Webmaster mailbox. Directly responsible for resolving issues and queries raised through this channel. To support the creation of simple, easy to use, user-centred journeys, digital content, online interactions and transactions based on evidence, data and research.

Implement content, accessibility, readability and UX industry standards (including GDS standards) across all the council's websites and applications.

Support the organisation in its aim to promote channel shift and the 'digital first' agenda. To provide guidance and training and support on the transfer of knowledge to all internal and external clients.

Directly Responsible For:

None

Directly Responsible To:

User Experience Lead

Main Areas of Responsibility:

- Respond to UX related support calls in a timely manner and take ownership until resolution
- Work with Development Team and UX team to resolve complex issues
- Work with other members of the UX team to provide continuous support for the working day
- Monitor the use of websites, report creation and usage tracking
- Provide UX support across the service on project-based work
- Work within the UX team on projects, supporting design, build and implementation of applications
- Liaise closely with project team members and clients to realise project objectives
- Work with project managers and clients at all levels
- Keep up to date with new development in Digital Engagement and UX techniques
- Take an active role in quality control testing of websites and applications
- Create and use test plans to ensure application and website quality standards are met
- Perform regular website quality reviews and site cleansing activities

Supervision and Management Responsibility:

- None

Budget and Financial Responsibility:

- Being fully accountable for managing the council's resources well and complying with statutory requirements. This includes managing time, avoiding unnecessary waste, reuse and recycle resources to reduce personal impact

Social Value Responsibility:

- Drive for social value through all activities, ensuring wider social, economic and environmental benefits for the council, residents and communities

Physical Demands of the Job:

- This role will involve the use of Display Screen Equipment (DSE), including but not limited to screen, keyboard and mouse
- This role could involve sitting for long periods of time whilst using DSE

Corporate Responsibility:

- Contribute to the delivery of the Council Plan
- Delivering and promoting excellent customer service, externally and internally
- Commitment to customer excellence by dealing with customer feedback, including complaints, and learning from feedback in the drive for continuous improvement

- Making the council a great place to work, living the council's values, actively engaging in regular communications including team meetings, undertaking training as required and being responsible for managing own performance
- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken
- To ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice and the City Council's safety plan

Competency Framework:

We operate a competency framework, a set of core behaviours which define how we are expected to approach our work, how we perform in certain situations and how we treat each other. Each competency details the standards of behaviours and skills required by all staff and this in turn supports delivery of our aim and our council plans linking them together with our values.

The post holder will be required to demonstrate the ability to perform at the following competency level **1.**

[The competency framework can be found here](#).

This job description is not intended to be either prescriptive or exhaustive. It is issued as a framework to outline the main areas of responsibility. You will be expected to carry out any other duties that may reasonably be required in line with your main duties and changing priorities of the organisation.

Person Specification

Assessment methods used: I = Interview, P = Presentation, A = Application, E = Exercise, T = Test, AC = Assessment Centre

Qualification and training

Essential

- Relevant qualification in digital communications including Journalism, Communications, Information Design, Information Management, Computer Science with an emphasis on user interface, or relevant experience (IA)

Experience

Essential

- Experience of providing customer-focused support within a digital environment (IA)

Desirable

- Understanding of web accessibility standards
- Understanding readability and developing content for different platforms and different audiences

Skills/Abilities

Essential

- Knowledge and experience of using and supporting web content management systems, preferably Umbraco (IA)
- Good Communication skills, with the ability to explain technical issues to non-technical people (IA)

Desirable

- Knowledge of website development using HTML, JavaScript and CSS
- Proofreading skills and meticulous attention to detail
- Proven track record of working within a dynamic multi-project environment
- Ability to work well within a team environment
- Demonstrate a professional demeanour and positive attitude, with strong problem-solving skills
- Ability to work to strict time constraints

Commitment

Desirable

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council
- Ownership of issues to resolution across ICT disciplines and management of third parties