



JOB DESCRIPTION

Job Title: Web Support Officer	Post No:	Hoople Band: D
Service: Hoople IT	Section: Digital Team	Location: Hybrid
<p>Organisational information:</p> <p>Responsible to: Digital Team Leader</p> <p>Key relationships/Functional links with:</p> <p><u>Internal:</u> IT colleagues and other Hoople departments (internal customers) <u>External:</u> All Hoople IT Customers, External clients, External vendor support teams</p>		
<p>Main Purpose of Job:</p> <p>The Web Support Officer role is part of an agile team supporting and working on NHS and local authority websites, this includes maintenance, patches, updates and content management /editing. The role will be involved in all areas of the sites from maintenance to content editing and providing ongoing support. You will be responsible for developing content and navigation structures plus ensuring content management, including metadata, compliance with key legislative, quality and organisational standards.</p> <p>You will carry out a full range of activities to support all customers in their use of the agreed software and systems and contribute to continuous service improvement.</p> <p>Assist others to undertake updates, manage and maintain WCAG 2.2 AA accessibility standards across the sites on behalf of our clients.</p> <p>Assist with, and as requested from time to time manage, specific projects and to ensure that maximum benefit is derived from these</p> <p>Areas of support will include training, testing, and management of data, remote problem resolution, advice and full documentation.</p> <p>You will provide, support and maintain services and the delivery of support on processes and related systems where appropriate to ensure availability which at the least meets targets and SLA requirements, working with other teams and suppliers where appropriate to deliver this</p>		

Main Responsibilities / Accountabilities:

The jobholder will be expected to complete the responsibilities / accountabilities effectively in order to deliver the key objectives of the organisation

- Meet clients to identify their needs and liaise regularly with them, to provide excellent customer service through providing a timely, high quality response to all requests and comments.
- To assist clients with the specification of their business requirements translating these into professional technical specifications for in-house development or software procurement.
- Responsible for the quality assurance, metadata, information architectural design and site administration of the web service channel including any future citizen or staff portals which may be required, and developing the skills base in the organisation to provide compliant content.
- Provide support to all users including telephone support, on-site visits and creation of supporting documentation, analysis of data, all with limited supervision
- Evaluate new functionality in all software as a result of upgrades and provide guidance to users and managers on the impact of changes including advice on changes that may be required to current dependent business processes
- Work both independently and collaboratively with other IT teams, vendors, technology leaders, as well as end-users as and when required
- Demonstrate strong problem-solving skills, excellent judgement, and possess a passion for continuous improvement
- Meet relevant legal requirements such as accessibility standards, freedom of information and privacy
- To perform functions according to national and local standards
- To provide technical support and advice to end-users and other ICT support staff
- To liaise with suppliers and internal and external support agencies

Job Activities:	Frequency
<i>The main responsibilities are detailed below, although the post holder would also be expected to perform any other duties which might reasonably be required by the business.</i>	Daily
Working within resources provided; to ensure local systems, skills and processes are in place and applied consistently to secure high quality information, data, analyses and reports.	Daily
To develop the Web Information Architecture through the implementation of Information management best practice, including guidance from the National Archives, NHS, ODPM and W3C standards	Daily
Managing expectations of the service to facilitate effective prioritisation of development in support of user requirements through user needs analysis and evaluation.	Daily
Leadership <ul style="list-style-type: none"> • Displays a positive attitude. • Demonstrates flexibility in day-to-day work. 	Daily

<ul style="list-style-type: none"> • Sets high standards of performance for oneself. <p>Teamwork</p> <ul style="list-style-type: none"> • Establishes harmonious working relationships with team members. • Appreciates each team member's contributions and values each individual member. <p>Client Management</p> <ul style="list-style-type: none"> • Values internal and external clients and responds to their needs as they arise. • Establishes effective working relationship with clients. • Follows established communication guidelines. • Uses good judgment in what and how to communicate with clients. • Complies with all of our policies and procedures. • Prioritise work to meet customer and departmental deadlines. • Promote and adhere to corporate ICT policies and strategies, ensuring service level targets are achieved. • Verify that links included on the web service channel are live and go where they claim - maintenance of an external links registry. Maintain, modify and develop system and process functionality and configuration to meet ongoing business requirements. • Work with customers and partners to help them visualise and specify systems requirements, and the selection and implementation of appropriate ICT solutions • Take responsibility for own professional development keeping abreast of developing standards and the appropriate application of validation services. • Provide support to excellent customer service standards ensuring that all support requests are dealt with efficiently, effectively and within Service Level Agreements • Provide telephone support to all customers ensuring appropriate advice and solutions are provided using available tools such as remote access • Work with colleagues within ICT Services to provide integrated support for all applications \ processes which are supported by the Digital team • Establish relationships with external bodies, departments and teams to identify how ICT Services best implement new business systems and procedures to meet best value objectives. • Work with colleagues within other departments to ensure that changes included in upgrades are fully understood, their business impact known, robust testing completed and all necessary records of the change including support documentation are completed prior to the upgrade being implemented • Use resources provided to maintain own knowledge of procedures and practices in the relevant business areas • Configure and maintain processes to safeguard user and data confidentiality. • Editorial responsibility for quality assurance of the content, and style of the web service channel in collaboration with service content editors, content management account holders Access workload from a shared database and identify, prioritise and progress individual jobs ensuring jobs are owned, resolved and can be accurately reported on. 	<p>Daily</p> <p>Daily</p> <p>Daily</p> <p>Daily</p> <p>As Required</p> <p>As Required</p> <p>As Required</p> <p>As Required</p> <p>As Required</p> <p>As Required</p> <p>Daily</p> <p>Daily</p> <p>As Required</p> <p>As Required</p> <p>As required</p> <p>Daily</p> <p>As Required</p> <p>As Required</p>
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<ul style="list-style-type: none"> • Provide advice and information to customers, with regards to specific tasks or requests. • Plan and co-ordinate, projects site updates and configuration changes. • Produce documentation in support of procedural work. • Work out-of-hours as required to provide support without operational downtime. Provide remote out-of-hours monitoring and support on special request. • Perform additional duties as directed by Management. • Contribute to cross departmental meetings and ensure information cascade is effective for staff and management alike 	<p>As required</p> <p>As Required As Required As Required</p> <p>As Required As Required</p>
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Other information:

The post holder will be required to comply with organisation’s policies and procedures.

The organisation has a no smoking policy. Staff are not permitted to smoke on any of the organisation’s premises nor in any vehicle used on organisation business.

This Job Description covers the main duties and responsibilities of the job and will be subject to review and amendment, in consultation with the post holder, to meet the changing needs of the organisation.

Other activities commensurate with this Job Description may from time to time be undertaken by the post holder.

Manager Signature:	<i>Joby Davis</i>	Date:	11/06/2026
Manager Name:	Joby Davis	Job title:	Digital Team Leader

Date Job Description last reviewed: 12 April 2026