

PERSON SPECIFICATION

Job Title: Web Content Editor		Post No:	Hoople Band: E
Service: Hoople IT		Section: Digital Team	Location: Hybrid
All candidates will be considered on their ability to meet the requirements of the person specification	Criteria	Method of Assessment* *Method of Assessment: AF = Application Form; I = Interview; S = Selection Method; P= Presentation	
<u>Experience</u>		AF,I,S	
Essential	High level of competency in creating and delivering web based content to internal and external audiences and the application of corporate quality policies for the internet and intranet		
Essential	Experience in analysing users requirements and developing appropriate web content solutions with clients, including navigation, categorisation, structure in accordance with recognised web standards		
Essential	Extensive experience in applying the W3C guidance relating to web accessibility and document architecture		
Essential	Experience in applying usability good practice in the real world business environment		
Essential	Extensive experience of structured, database driven sites and content management tools		
Essential	Experience of working to deadlines		
Essential	Maintenance of a 'house style' and quality standards.		
Essential	Experience in the practical application of HTML in a real world business environment.		
Desirable	Experience of delivering user training and writing/compiling supporting documentation		
Highly Desirable	Previous experience as a web editor		

Essential	Experience of metadata and awareness of Dublin core	
Essential	Experience of writing web promotion and/or copy editing	
Essential	Experience of supporting users and customer care	
Essential	Ability to demonstrate experience in using web CMS platforms to manage and edit content, and maintain websites.	
Highly Desirable	Ability to demonstrate knowledge and experience of working in Local Government/public sector.	
Highly Desirable	Systems • Previous experience with Umbraco CMS • Knowledge of Microsoft 365 Online and SharePoint • Use of Website CMS and editing tools • Experience in the use of Helpdesk software to support workload management and report of SLA performance	
Highly Desirable		
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Highly Desirable		
Skills and Abilities <i>Including personal attributes</i> <u>All Essential</u>	Excellent ICT skills Clear, concise communication skills, both oral and written supported by good numeracy and literacy skills. Ability to perform cross-browser testing - having familiarity with a range of browser packages. Thoroughness – an eye for detail – to be able to check web content for plain English, correct grammar and spelling, and fit with corporate web standards. Excellent Customer Service skills Detailed Understanding of Web Content Accessibility Guidelines (WCAG) 2.2 and experience of managing web accessibility, Ability to advise, guide and communicate technical issues to non-technical staff	AF,I,S

	Ability to work with clients to determine functional requirements and communicate these to developers Excellent team player Adaptability and willingness to learn Strong ability to analyse and assimilate information Ability to work under own initiative and effectively as part of a team Proven ability to work within complex and demanding environments Ability to exercise political awareness at all times Ability and commitment to provide customer focused services in a corporate context Ability to work with external delivery partners in a professional co-operative manner Ability to prioritise and productively undertake allocated workload in an organised, logical manner Able to work under pressure and in circumstances where interruptions may be commonplace Commitment to ensuring oppressive practices are effectively tackled, promoting positive recognition of differences, mutual respect and merit-based opportunity in line with the Diversity Policy Personal Attributes: Self-starter and confident in working on own initiative Possess diplomacy and resilience Innovative and resourceful Excellent interpersonal skills Adaptable and flexible approach to work	
Qualifications and Training including professional qualifications	Educated to an industry standard qualification level preferably in an engineering or IT related discipline, or equivalent with time served relevant	AF, S, I

	industry experience (relevant experience to mean recognised period in a similar role with like responsibilities). Web content writing formal qualification or training accreditation Training in one or more of the following: usability; accessibility; Plain English; content management system GCSE English and mathematics Demonstrable knowledge of information security and environmental standards, service delivery best practice and standards ITIL foundation certificate or relevant experience	
Other Factors <i>e.g. ability to work shifts, physical requirements (with adaptations where appropriate), ability to drive, agility to travel around county etc.</i>	Possibly attend relevant meetings/Training through the UK Ability to demonstrate flexibility and willingness to work to the exceptional demands of the businesses supported. Other work in the evenings or weekends may be required, both planned and to resolve urgent problems. Able and willing to work an extended hours pattern, and outside of standard working hours to complete system upgrades a minimise disruption to our customers Able and willing to work to the exceptional demands of the businesses supported Must be of a professional and positive disposition Must be self-motivated Enthusiasm to see ICT as an enabler for change.	AF, S, I

Manager Signature:	Joby Davis	Date:	02/03/2025
Manager Name:	Joby Davis	Job Title:	Digital Team Leader

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