JOB DESCRIPTION

Job Title:	**Web Support Officer**
Department	**Marketing & External Relations**
Location:	**Llandaff Campus**
Grade:	**4 AB**
Salary:	**£25,217 - £30,046 per annum**
Tenure:	**Permanent**
Hours	**37 hours per week**

Role Summary:

This is a key post that will contribute to the ambitions of the University's Strategic Plan 2017/18 – 2022/23.

The University's external website is one of the main recruitment tools for Postgraduate and Undergraduate home and UK students, as well as representing all the academic schools, professional units and key stakeholders. It attracts over 1.5 million visitors per year, and is fundamental to stakeholder engagement, student recruitment and the student experience.

You will work alongside members of the web team to maintain and improve the University's external facing websites. Deliver high quality, user-focused web experiences to the institution, and support the delivery of web & digital projects.

Using your experience and knowledge to provide technical support and guide other employees across the University on current best practice design for University websites, and other digital communications as required.

Working closely and collaboratively with other team members, and other digital specialists to resolve issues within the areas of front-end design and development.

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Principal Duties and Responsibilities:

1. Work alongside members of the team with the design and development of the external websites.

2. Work to ensure that high quality, user-focused web design is delivered to the institution, proactively changing the delivery according to user needs, business requirements and emerging trends in the web industry.

3. Supporting in the delivery of web & digital projects.

4. Provide technical support and guide other employees across the University on current best practice design for University websites, and other digital communications as required

5. Working with various Content Management Systems to update and develop externally facing websites.

6. To work closely and collaboratively with other team members, and other digital specialists to resolve issues within the areas of front-end design and development.

7. Working on and contributing to projects being led by Senior Developers and Technical Leads.

8. Wireframe new ideas, considering responsive design and with a mobile-first approach.

9. Work independently or with other staff across the University to deliver web services and projects.

PERSON SPECIFICATION

Post: Web Support Officer

Unit/School: Marketing & External Relations

FACTORS	ESSENTIAL AND DESIRABLE CRITERIA	ASSESSED BY		
		A*	I*	T/P*
Education & Qualifications (Essential)	Degree/NVQ 4 in IT/Computer related subject or experience in a similar role.	X		
Education & Qualifications (Desirable)				
Knowledge (Essential)	Knowledge of the latest UX and SEO principles & practices	X	X	
	Knowledge of web development technologies such as PHP, MySQL, HTML5, CSS3 and JavaScript.	X	X	
	Knowledge of website accessibility requirements.	X	X	
	Knowledge of various Content Management Systems	X	X	
Knowledge (Desirable)	Knowledge of Higher Education marketing	X	X	

FACTORS	ESSENTIAL AND DESIRABLE CRITERIA	ASSESSED BY		
		A*	I*	T/P*
Skills & Abilities (Essential)	Designing and Developing websites utilizing HTML, CSS		X	
	Ability to solve expansive problems using initiative and creativity; identify and propose both practical and innovative solutions and then delivering them as required with excellent attention to detail		X	
	Experience of receiving UX analysis, feedback and recommendations to make educated decisions on design improvements		X	
	Experience in working within a team, planning and deliver specific projects		X	
	Ability to demonstrate passion and enthusiasm for web design and development		X	
Skills & Abilities (Desirable)	Welsh language skills	X	X	

			X	X
Experience Paid/Unpaid (Essential)	Experience of working on a number of websites / web projects		X	X
	Experience of web design and development		X	X
	Experience in using multiple Content Management Systems		X	
	Experience of working on large-scale sites, using design frameworks, content management and customer relationship management systems		X	
	Experience and knowledge of visual design, UX techniques (sketching, wire framing) and front-end development (HTML and CSS, design frameworks, client-side performance)		X	
Experience Paid/Unpaid (Desirable)				
Other Requirements (Desirable)				