

About the role

Job title	Digital Lead (Website Support)
Location	London Office, Victoria* or homeworking
Salary	£30,022 (National) or £34,918 (London)
Job purpose	<ul style="list-style-type: none">• As our Digital Lead, you'll work as part of team responsible for helping local Healthwatch services use the digital systems we provide to drive engagement with the public and professionals.• You will focus on helping local services to adopt and use our standard website. As well as training staff to use the site and being the first point of contact for queries, you'll also support services to plan their content migration and then test and launch their sites.• You'll also work with the digital and communication teams to plan, execute and support other digital services and developments.• The successful candidate will have a track record of supporting the development and roll out of digital systems, as well as experience of providing training, support and advice to system users.• Ideally, you'll also have first class project management skills, be used to working in an agile way and bring with you an understanding of how UX and UI can be used to improve digital systems.
Accountabilities	<ul style="list-style-type: none">• Managing the delivery of the Healthwatch website to the Healthwatch network including managing the suppliers who are hosting and maintaining the website on a day to day basis.• Ensuring patches, fixes, system tests and upgrades are applied to ensure our websites are robust, comply with data security and information governance protocols, and provides Healthwatch England with live information about the issues the public are sharing with local Healthwatch.• Systematic investigative research and fact finding to identify areas for improvement and development within the Healthwatch digital systems. Managing development and improvement projects in accordance with need.• Identifying and implementing solutions to resolve issues, managing divergent or conflicting views between users and suppliers.

- Developing and building reporting processes on how the website is being used and how our support service is operating
- Identifying training needs and delivering training to local Healthwatch using the website (both face to face and distance based support) to ensure effective and secure management of online content. Overseeing the adoption of the website by new users and developing new resources as required.
- Providing briefings on upgrades and the operational status of our website to the Healthwatch England management team, ensuring good engagement and communication with local Healthwatch through the provision of advice and support to digital users in a timely manner.
- Working with the Digital and Communications Teams to manage budgets for hosting, maintenance and training as well as the support budget for solving system glitches. Implementing information management policies, ensuring compliance with information security requirements and standards.
- Procuring and managing suppliers in line with organisational policies, managing relationships with technical specialist developers, and negotiating with third party suppliers.
- Supporting the development and delivery of our wider digital systems.

About the candidate

Specific skills and experience

ESSENTIAL

- Functional and technical understanding of website management and development. Including:
 - experience of successfully supporting the launch of websites, content management and user testing.
 - Experience of effectively using systems to create, edit and publish digital content.
- Experience of providing specialist advice and training to people with varied skills help maintain a website and troubleshooting technical issues.
- Experience of reviewing, developing and documenting technical solutions and processes for website maintenance

to meet business needs and managing and procuring day to day support for a website from a third party.

- Ability to identify and produce analytical reports to communicate issues, risks and trends about digital systems.
- Ability to make quick decisions, proposing a range of solutions that meet needs of different stakeholders in the short and longer term.
- Ability to work autonomously but with support from senior or specialist colleagues on specific areas.
- Ability to take responsibility and to deliver on time with excellent project management skills.
- Experience of implementing information management policies and ensuring web based compliance with information security requirements and standards.
- Experience of team management, both leading a team and working as part of a team with excellent people skills.
- Well organised, self-motivated and with good attention to detail, ability to respond constructively to feedback, listen carefully and present his/her self professionally.
- Strong interpersonal skills, experience of managing relationships and negotiating with third party suppliers and persuading stakeholders.
- A personal commitment to the mission and values of Healthwatch England.

DESIRABLE

- Knowledge and experience of managing a Drupal CMS.
- Knowledge and experience of database management including CRMs

* *Please note in October 2020 CQC and Healthwatch England London office will move from Buckingham Palace Road, Victoria to the International Quarter in Stratford, London.*