

RESPONSIBILITIES

- Ensuring governance model, responsibility for and standards for home page, menu pages and content pages are maintained and are understood by all Page Owners
- First line support for Content Authors and Page Owners
- Second line technical support for all technical Intranet matters
- Primary contact with and maintenance of good relationship with Intranet CMS supplier's support team (Vialect)
- Training of new Content Authors and Page Owners
- Developing & maintaining training material for all users of the Intranet
- Recognise business needs and manage delivery of content and functions to support those needs
- Maintain a clear 'vision' for the purpose of the Intranet
- Maintain a plan of work, agree priorities with the Sponsor and communicate progress against the plan regularly

REPORTING LINES

Reports to: Noodle Intranet Sponsor – the Advice Service Manager (Matt Fisher)

Reporting to this role: Noodle Intranet Support Analyst (Joy Boyce)

SKILLS

Technical Skills

- Business & systems analysis
- Project management
- Change management
- IT applications development using an Intranet Content Management System

Personal Skills

- Delivery focussed
- Creating and fostering personal networks to harness resources from around the organisation
- Customer focussed – recognise and deliver information and functions that support the Advice Service and the wider organisation
- Pragmatic decision maker
- Ability to prioritise work based on real benefit to the organisation
- Self confident

TIME REQUIRED - 1.5 to 2 days per week, at least 1 day of which is in the Office