

# Intranet Manager

## Role Description

### Responsibilities

- To manage Noodle, the Citizens Advice Oxford intranet
- First line support for Content Authors and Page Owners
- Second line technical support for all technical Intranet matters
- Secondary 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 Head of Operations and communicate progress against the plan regularly

### Skills

#### Technical Skills

- Business & systems analysis
- Project management
- Change management
- Experience of how knowledge based systems work will be an advantage

#### 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** – approximately 10 hours per week over 2 days, at least 1 day of which is in the Office.