

Job Purpose

To provide specialist technical support and administration of parish council websites using the JADU Content Management System, as supplied by Lincolnshire County Council.

*In addition, to provide technical support and administration of the LALC CRM and website, using the Junari Content Management system, on an ad hoc basis.

Key Responsibilities (*relates to the LALC CRM role)

- **Helpdesk Management:** Monitoring the LALC webmaster inbox and responding to all requests within SLA guidelines, in regard to the LCC websites (Jadu) maintenance and creation role for town and parish councils.
- **Publishing Content:**
 - Selecting the most appropriate way to publish content to achieve the end user's requirements whilst complying with accessibility guidelines.
 - *Updating content on the LALC website, including News items, fees, key documents, vacancies, details of services etc. (LALC)
- **Website Redesign:** Using creativity to update key pages to ensure they are professional, appealing and informative.
- **Troubleshooting & Support:**
 - Diagnosing and resolving technical issues, liaising with LCC IT technical teams and LALC Office.
 - *Diagnosing and resolving portal issues with the LALC website, contacting Junari where appropriate (LALC).
- **Reporting:**
 - Keeping records of time spent on requests and tracking amount of purchased time left for each customer (the council). Liaising with the Senior Finance & Admin Officer.
 - *Producing regular reports of changes to councils/clerks, for sharing with key partners under our data sharing agreement. Weekly updating of Mailing Lists. (LALC).
- **Training:**
 - Providing online JADU training, verbal and written advice on administering the LCC websites to clerks who wish to manage their own website.
 - *Providing initial guidance/advice to new portal users on how to use the system. (LALC).

- **Portal Access Management:** *Monitoring the LALC Enquiries inbox and responding to all requests for portal access or update of address book contacts. (LALC).
- **Setting Up Events:** *Creating new training events, including associated web page information, taking into account prices, location, related questions, automatic emails, capacity constraints. (LALC).
- **Documents:** *Uploading documents to be accessible to portal users via the Knowledgebase, Document Templates or Advice Notes. (LALC).
- **Marketing:** *Setting up regular mailings, such as for the fortnightly eNews, monthly Training Bulletin, or ad hoc sharing of key information. (LALC).

Person Specification

Criteria	Desirable
Experience	<p>Strong IT skills including the ability to use HTML.</p> <p>Experience of using Jada (Lincolnshire County Council).</p> <p>Experience of using Junari (LALC) or a similar Content Management System.</p>
Knowledge	<p>Strong understanding of WCAG accessibility standards.</p> <p>Knowledge of GDPR and web security best practices.</p> <p>Knowledge of Local Government for Parish Councils.</p>
Skills & Abilities	<p>Thorough and accurate.</p> <p>Excellent analytical and problem-solving skills.</p> <p>Customer-focused with strong communication skills and good verbal and written English skills.</p>