

Job Description and Specification

Job Title: Web and Stakeholder Officer

Reference: FAFI4282

Service: PATROL

Grade: 5

Reports to:

Stakeholder Engagement and Systems Manager

Location: Hybrid

DBS: No

Your job

You will provide information on behalf of the Traffic Penalty Tribunal, predominantly in the form of web publications to the general public and other enquirers. You will also provide support to the Stakeholder Engagement and Systems Manager in the provision of web content, reports and public information, as well as undertaking a range of desktop research.

In this job you will

1. Be responsible for regularly reviewing the organisations' web pages and updating information, publishing articles, monitoring site interactions, proposing improvements and working with colleagues to ensure information is accurate and current. Keep up-to-date with emerging trends, platforms and technology to continuously improve engagement through stakeholder channels.
2. Publicise and market events to stakeholders across all platforms to encourage and promote engagement with both PATROL and the Tribunal. Update web pages and identify new methods or the use of digital or technology to support this activity.
3. Work under the direction of the Stakeholder Engagement and Systems Manager to coordinate the programme of stakeholder events. Manage the stakeholder events calendar, set up the virtual and in-person meetings, liaise with attendees and attend events to ensure they run smoothly and professionally. This requires working closely with the Business Support Officer and following procurement processes.
4. Assist with the preparation and distribution of web-based training materials for both internal and partner / stakeholder training events.

5. Identify success stories and positive news generated from events, monitor emerging industry news to develop news articles or stories for publication on the organisations' websites. Identify other news items or developments that may be beneficial to stakeholders and draft articles or information pieces to include in circulated newsletters or formal reports. Summarise emerging trends and stories to inform senior management.
6. Have responsibility for daily stakeholder engagement emails / social media posts and responses.
7. Generate internal and external communications for review, based on (5) and other sources to inform stakeholders of developments and events, as well as sharing positive news stories from past events.
8. Provide administrative support in the planning and preparation of PATROL's annual awards ceremony event and promote stakeholder engagement in those awards. Report on learnings from past events and identify improvements for future activities.
9. Ensure all event costs are in budget before seeking approval, taking a proactive approach to ensure best value for money.

The job holder may be required at any time to undertake any work up to and/or at a level consistent with existing responsibilities. These tasks may be at any location to ensure the effective deployment of labour, materials, transport and equipment to meet daily service requirements.

In this job you will need

CRITERIA	DESIRABLE	ESSENTIAL	METHOD OF ASSESSMENT
Qualifications		Relevant ICT degree-level qualification, or equivalent experience.	
Experience		Experience working in a similar IT role or communications / marketing role.	
Technical, Specialist or Job-Related Knowledge		Some experience in a communications / information management role. Information management or marketing qualification desirable. Keen interest in IT and emerging technologies.	
Theories, Techniques, Concepts			
Procedures, Policies, Legislation, Organisational Structures	Experience of working in accordance with regulatory frameworks. Ability to understand and accurately apply knowledge of tribunal procedures and their supporting legislation.	On the job training supported by the above qualification, or previous experience.	Experience of working in accordance with regulatory frameworks. Ability to understand and accurately apply knowledge of tribunal procedures and their supporting legislation.

CRITERIA	DESIRABLE	ESSENTIAL	METHOD OF ASSESSMENT
<p style="text-align: center;">Skills and Aptitudes</p> <p style="text-align: center;"><i>(e.g. Operation of Equipment and Machinery, Languages, inc. Foreign and Sign Language)</i></p>		<p>Proficient in the use of Microsoft products and able to use a range of web-based applications, content management systems and databases.</p> <p>Highly developed written and verbal communication skills, including web-based communication and an awareness of the benefits of different forms of communication.</p>	
<p style="text-align: center;">Other Requirements</p>			