JOB DESCRIPTION

Content Management Lead
Vacancy Ref: A3479

<table>
<thead>
<tr>
<th>Job Title:</th>
<th>Content Management Lead</th>
<th>Present Grade: 6P</th>
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<tbody>
<tr>
<td>Division:</td>
<td>Student and Education Services (SES) /Information Systems Services (ISS)</td>
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<td>Directly responsible to:</td>
<td>Project/Change Manager – Student Digital Hub</td>
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<td>Supervisory responsibility for:</td>
<td>Potential future Content Assistant roles (yet to be defined)</td>
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Other contacts

**Internal:** Includes: Student Digital Hub project team, Hub Design Group(s), Hub Open Forum, Content editors including: Academic departmental staff, Faculty office staff, Professional services divisional staff, Representative student groups, the Student Union.

**External:** Includes: Vendors and suppliers of services, Other HE/FE institutions, Partner Institutions, Professional bodies such as UCISA and Jisc.

The Role:

The Content Management Lead will work closely in support of the Project/Change Manager as part of a wider project team on the delivery of the Student Digital Hub.

The post holder will play a key role in driving improvement of content quality standards, defining guidance and delivering training to lead migration of content to the hub. They will act as a primary point of contact for local content editors across professional services divisions, faculties, departments and the Students Union.

The hub will provide one entry point and route to access all content, support and digital services that students need, tailored to their particular student journey, academic programme and college. The hub will act as a ‘one stop shop’ for students for accessing University information: a comprehensive self-service touch point for all relevant content, both centrally provided and ‘locally-owned’ specific to a programme of study or college, enhanced by the ability to directly submit queries and contact staff.

Responsibilities include:

1. Acting as primary point of contact and liaison for local content editors, including replying to enquiries in a timely fashion and regularly updating them on developments.
2. Defining and ensuring adherence to high quality standards and guidance for all content.
3. In conjunction with stakeholders, designing and maintaining an effective overall content infrastructure, including the navigation and categorisation of hub content.
4. Maintaining and updating structural maps of content, including keeping accurate records of where content is hosted, who is currently responsible for updating it and how it is categorised.
5. Producing and regularly updating templates, style guidelines and best practices to aid the local maintenance of hub content.
6. Designing and delivering training on content maintenance for local content editors in a range of formats as appropriate to the audience.
7. Co-ordinating aspects of the migration of content from existing systems into the Hub, including potentially supervising Content Assistants (roles yet to be defined).
8. Co-ordinating aspects of the removal of content from existing systems at the appropriate point.
9. Providing effective monitoring through defining a quality control process which should include interpretation, evaluation and response to staff and student feedback, as well as key analytics data provided by relevant systems, at each stage of development of the hub.
10. Acting as administrator for the Hub Design Groups and Hub Open Forum, including setting up meetings, documenting and reporting on feedback, capturing user requirements, and presenting proposed development pathways to different groups as relevant.
11. Flexibly and pro-actively undertaking any other duties appropriate to the grade of the post as required by the Project/Change Manager.
12. To undertake professional development in line with the requirements of the role.