## JOB DESCRIPTION

### Content Co-ordinator

**Ref:** N2710

<table>
<thead>
<tr>
<th><strong>Job Title:</strong></th>
<th>Content Co-ordinator</th>
<th><strong>Present Grade:</strong> 5</th>
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<tbody>
<tr>
<td><strong>Division</strong></td>
<td>Student and Education Services (SES) /Information Systems Services (ISS)</td>
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<td><strong>Directly responsible to:</strong></td>
<td>Content Management Lead</td>
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<td><strong>Supervisory responsibility for:</strong></td>
<td>N/A</td>
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### Other contacts

**Internal:** Includes: Student Digital Hub project team, Content editors including: Academic departmental staff, Faculty office staff, Professional services divisional staff, Representative student groups, the Student Union, College staff.

**External:** N/A

### The Role:

Content Co-ordinator(s) work as part of a wider project team on the delivery of the Student Digital Hub, in particular with the Content Management Lead.

The post holder(s) will work with local content editors to assist with the migration of content to the hub. They will work directly in the content management system, copying content from other systems, cleansing and reformatting content so it adheres with quality and consistency guidelines and the agreed information management approach. They will also provide training, guidance and support to local content editors who may be working through migration processes themselves.

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. Working with local content editors to migrate content from existing systems to the hub.
2. Ensuring adherence to high quality standards and guidance for all content.
3. Ensuring all content fits within the overall content infrastructure to aid the effective navigation and categorisation of hub content.
4. Contributing to the maintenance of structural maps of content, including keeping accurate records of where content is hosted, who is responsible for updating it and how it is categorised.
5. Utilising templates, style guidelines and best practices to support maintenance of hub content.
6. Working with local content editors, ensuring they are appropriately trained and supported to take responsibility for updating their own content on the completion of the project.
7. Assisting with the removal of content from existing systems as required.
8. Providing regular feedback to the project team, Content Management Lead and Project/Change Manager on hub systems and processes.
9. Flexibly and pro-actively undertaking any other duties appropriate to the grade of the post as required by the Project/Change Manager.
10. To undertake professional development in line with the requirements of the role.