KENSINGTON AND CHELSEA SOCIAL COUNCIL

JOB DESCRIPTION

JOB TITLE: **Data, Information and Communications Officer**

REPORTING TO: Service & Operations Director

HOURS: 37 hours

SALARY: £30,152

CONTRACT: Permanent (subject to funding post March 2019)

RESPONSIBLE FOR: None

Main purpose

The purpose of this role is to provide IT expertise, strategic knowledge. Practical IT support and communication support to the staff of KCSC and the wider voluntary sector.

As a small organisation the expertise in IT and communications you will be solely responsible for all aspects of information and communications including making recommendations on policy and ICT development as well as practical implementation. You will support the internal systems and processes and provide support for voluntary and community organisations, working closely with the Organisational Development team.

External communication and website

- Manage, continuously develop, and structure a comprehensive, up to date website.
- Oversee and contribute content to KCSCs communication media including the website, social media, website, directories (including online directories) and written material, keeping up-to-date and recommending new communication media.
- Produce written material including posters, leaflets, reports and presentations
- Analyse content, layout and user journeys, and make recommendations on website and development based on evidence produced
- Ensure quality control of media and support contributions from other staff members.

Data development and management

- Ensure database meets the needs of capturing all KCSC's activities and monitoring requirements, reconfiguring as necessary.
- Manage the database, making continuous improvements and developments to improve performance and functionality
- Manage data reporting requests or data extracts for staff members

- Manage the interface between CiviCRM and the Drupal website including the use of webforms.
- Manage quality assurance process of information stored on internal database
- Strengthen KCSC's business intelligence capability through the use of analytics.
- Analyse and produce reports on relevant data to assist with strategic and business planning, meeting KCSC objectives and reporting, including the production of monitoring reports.

IT Support – internally and externally

- Liaison with technical providers on software development and network management
- Manage KCSC IT storage and software maintenance, provide internal maintenance liaising with providers as appropriate.
- Train and support new members of staff on how to use KCSC IT and communication systems.
- Keep abreast of emerging and technologies and their effectiveness that can be of benefit for the voluntary sector and for KCSC, making recommendations for improvements.
- Manage as well as deliver advice and support to voluntary and community organisations as and when required on information, data management and communications procuring specialist advisors/trainers when necessary.

ICT policy, procedures and liaison
- Ensure KCSC's compliance through monitoring and review of data protection/GDPR
- Lead on regular reviews and/or development of KCSC ICT strategies, policies and procedures and ensure implementation and management
- Liaise with ICT providers as appropriate

General
- Contribute to the overall aims and objectives of Kensington and Chelsea Social Council by participating in staff meetings, borough forums and by sharing information.
- Undertake training and professional/personal development activities as appropriate, attend and make use of regular supervision sessions and annual performance reviews.
- Carry out duties within Kensington and Chelsea Social Council's Equal Opportunities Policy and other working procedures.
- To work outside of normal office hours on occasional evening or weekends as required.
- Undertake other duties as may be reasonably required of the post holder

Please note this job description is intended to outline the main duties of the post and may change as the post and organisation develop and the opportunities in external environment change.

Person specification

Qualifications / Training	Essential	Desirable	Verified By
Degree or above – preferably in Computer Science or a related discipline	✔		Application Form/Certificates
Other IT Qualifications, or relevant experience		✔	Application Form/Certificates
Competencies in the following areas			
ICT - Advanced website and CRM database administration, re-design and maintenance. Strategic analysis of ICT needs within the organisation Implementation of ICT solutions. Communication with software & maintenance providers. Data manipulation and analysis	✔		Application Form/Test/Interview
Project/Service development and implementation - Development and management of ICT projects	✔		Application Form/Interview
Planning - Develop, manage and implement work plans, project plans and programmes	✔		Application Form/Interview
Strategy- Develop and influence strategic ICT plans, and facilitate strategic ICT discussions	✔		Application Form/Interview
Business development - Identify ICT organisational development needs and new projects	✔		Application Form/Interview
Numeracy, and data - Interpreting and analysing data and producing data reports	✔		Application Form/Test/Interview
Team working - Encourage others to contribute to the ICT agenda and supporting other staff members	✔		Application Form/Interview
Performance management - Negotiate, set and meet targets and deadlines	✔		Application Form/Interview
Leadership – Taking responsibility for own areas of work and having an awareness of the needs and expectation of the voluntary and community sector	✔		Application Form/Interview
Communication (written and verbal) Communicate verbally by leading ICT discussions, delivering training, and communicating complex information. Communicate in writing through presentations, reports, training materials, and articles	✔		Application Form/Test/Interview
Policy - Develop and review policies and procedures relating to information technology and communication	✔		Application Form/Interview
Values and culture - Respond to organisation values and culture and respond appropriately to internal policies	✔		Application Form/Interview
Other skills & Experience			
Experience of working with Drupal CMS and CiviCRM database			Application Form/Test/Interview
Other requirements			
Ability to work on own initiative	✔		Application Form/Interview
Able and willing to work outside normal hours on occasion and travel within the district on occasion	✔		Application Form/Interview