

## A THRIVING REGION OF OPPORTUNITY WHERE OUR COMMUNITIES ENJOY A VIBRANT LIFESTYLE

### Content Management Officer

|                   |                                      |                       |                   |
|-------------------|--------------------------------------|-----------------------|-------------------|
| <b>Division</b>   | Community and Environmental Services | <b>Department</b>     | Customer Response |
| <b>Reports To</b> | Content Management Lead              | <b>Direct Reports</b> | No                |

### Position Purpose

This position will produce and maintain website content and customer service reference information, ensuring it meets the needs of external and internal customers.

### Key Responsibilities and Outcomes

#### Operational

As a Content Management Officer you will:

- Produce and maintain website content to meet the needs of a broad and diverse range of stakeholders, residents and ratepayers.
- Identify, develop and maintain website content in line with business requirements and improvement opportunities.
- Develop style guides and review and archive content to support quality assurance of website information using the appropriate frameworks and systems.
- Develop, review and update customer service reference information, including but not restricted to processes, work instructions, user manuals, forms and fact sheets.
- Consult and engage proactively with internal customers and stakeholders to support the delivery of quality website and reference resources in alignment with business processes.
- Review and develop processes to support optimisation of service delivery.
- Contribute to a positive team environment in order to achieve a high performance, continuous improvement and customer focused culture.

#### Values

At Moreton Bay Regional Council, we are on a journey to creating a great culture. Our values shape the way we behave and how we interact with each other to deliver the best service to the community. The safety of you and the community is our number one priority and we are all responsible for creating an inclusive, safe workplace and protecting our environment. As a team member, you will take individual accountability for demonstrating the values expectations and behaviours.

### Decision Making

**Budget** - Nil

**Delegations** - Delegations under the Local Government Act 2009 and as directed and published in Council's Delegation Register

### Knowledge & Experience

- Working knowledge and understanding of website management and content requirements.



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- Demonstrated experience using digital platforms/content management systems.
- Excellent written and verbal communication skills and the ability to develop web-based reference materials including work instructions, user manuals, forms and fact sheets.
- Basic proficiency in design programs and editing software like Adobe Creative Suite including Photoshop.
- Strong analytical and process review and improvement skills.
- Excellent time management skills and the ability to manage conflicting priorities and meet deadlines.
- Well developed people and relationship management skills with the ability to work in a positive team environment communicating and engaging effectively at all levels.

### Qualifications

- Diploma or certificate in web content, user experience design and writing for the web; or demonstrated experience in a similar role.

*This position description reflects a summary of the key accountabilities of the position, it is not intended to be an all-inclusive list of duties, steps and tasks. Leaders may team members to perform other duties at their discretion.*