

Content Management Officer

Position Description

Directorate	Community and Environmental Services	Department	Customer Response
Reports To	Content Management Lead	Direct Reports	No
Queensland Local Government Industry Award - State 2017 - Stream	Stream A - Division 2, Section 1 - Administrative, clerical, technical, professional, community service, supervisory and managerial services.	Moreton Bay Regional Council Certified Agreement 2022 EBA5 Wage Level	Schedule 1, Level 3

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

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.

Our Values

Our values shape the way we behave, how we interact with each other and our customers. They underpin our decision making and are our guiding principles for how we work every day. As a team member you will take individual accountability for demonstrating the values expectations and behaviours.

SERVICE

TEAMWORK

INTEGRITY

RESPECT

SUSTAINABILITY

Decision Making	
<i>Budget</i>	N/A
<i>Delegations</i>	Delegations under the Local Government Act 2009 and as directed and published in Council's Delegation Register

Knowledge & Experience
<ul style="list-style-type: none"> • Working knowledge and understanding of website management and content requirements. • 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
<ul style="list-style-type: none"> • Diploma or certificate in web content, user experience design and writing for the web; or demonstrated experience in a similar role.

Note: 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 direct team members to perform other duties at their discretion.