

ST EDMUNDSBURY & IPSWICH DIOCESAN BOARD OF FINANCE

Job Description

Insight Technical Support

PURPOSE

To provide administrative and technical support for all users of the new Learning Management System (Insight) across the Diocese. To support the Insight Hub Manager in the provision of content consistent with promoting the vision and strategy of the Diocese.

REPORTING TO

IT Manager with Insight Hub Manager

KEY CONNECTIONS

Insight Hub Manager

IT Manager

Diocesan Secretary

Director of Mission and Ministry, and wider Mission and Ministry team

Communications team

Insight Editorial Board

KEY TASKS

Administration:

- Working with the Insight Hub Manager to implement system and process improvements for best practice to ensure a smooth user experience.
- Performing the role of administrator by being the platform 'expert' providing technical support direct to colleagues and users across the Diocese and responding to queries.
- Ensure ongoing in-house training of department editors to manage and create content and being the point of contact for them.
- Resolving issues and liaising with the platform supplier (Creative Stream) for on-going maintenance and to test the new developments.
- Monitoring and enabling individual and parish profiles and moderating online forums with sensitivity
- Maintaining the platform data for user and course management and providing accurate records of platform data to monitor effectiveness, confidence scores, user engagement etc, sharing these with course facilitators and administrators.
- Promoting the portal to build up the user base by enabling the Communications plan and in support of the Insight Hub Manager.

Content Support:

- Providing technical support to the Insight Hub Manager in the sourcing, adaptation and creation of new content in line with resourcing each topic and the Growing in God priorities.
- Maintaining content using review dates and working with department editors to ensure material is up to date, and curating content of Insight to help us shape the way we use our platform to best serve the needs of our users.
- Engaging with the Communications team to ensure content complies with 'house' style and working to the communications plan for Insight. Supporting the Insight Hub Manager by providing technical assistance to content creators in producing new material in a variety of media.
- Being part of a quality control procedure to ensure that online content quality remains high.

PERSON SPECIFICATION

ESSENTIAL	DESIRABLE
Qualifications/Knowledge and Experience	
<ul style="list-style-type: none"> Advanced level qualification in IT or equivalent subject, or substantial experience of professional employment in the IT field. 	<ul style="list-style-type: none"> Experience in editing video and sound recording, advanced technologies and creative methods of producing new learning resources
<ul style="list-style-type: none"> Knowledgeable and experienced in website content management systems. 	<ul style="list-style-type: none"> Skills in using WordPress and Moodle
<ul style="list-style-type: none"> Experience in managing user engagement, offering technical guidance and user training. 	<ul style="list-style-type: none"> An understanding of GDPR and Data Protection.
<ul style="list-style-type: none"> Knowledge of and experience with bulk mailing systems eg Mailchimp. 	<ul style="list-style-type: none"> Experience of developing or managing online learning platforms.
Technical and Applied Skills	
<ul style="list-style-type: none"> High level of IT literacy and competence. Excellent presentation skills in written, electronic and verbal forms. 	<ul style="list-style-type: none"> Able to develop material into on-line content, working with specialists across departments
	<ul style="list-style-type: none"> Skilled in data collection, analysis and presentation, working proactively to ensure strategic priorities are supported.
Competencies	
<ul style="list-style-type: none"> Self-motivated and with the ability to work on own initiative, as well as collaboratively across teams. 	<ul style="list-style-type: none"> Competent administrative skills, including taking phone calls, organising meetings, events, and courses.
<ul style="list-style-type: none"> Experience of prioritising workload, time management and dealing with conflicting priorities. 	
<ul style="list-style-type: none"> Discreet and trustworthy, able to deal sensitively with private or confidential information. 	
Personal Attributes	
<ul style="list-style-type: none"> A creative and out-of-the-box thinker, giving attention to detail and the ability to ensure high quality when working with others to develop content. 	
<ul style="list-style-type: none"> The ability to relate well to colleagues in an office where Christian faith is expressed openly and supportive of the mission and ministry of the Church of England and the Diocese of St Edmundsbury and Ipswich. 	
<ul style="list-style-type: none"> Good interpersonal skills. Professional, friendly and approachable, including when under pressure. 	
<ul style="list-style-type: none"> Culturally sensitive and able to deal with people from many different backgrounds and a commitment to providing excellent customer service. 	

GENERAL INFORMATION

About Us

The Diocese of St Edmundsbury & Ipswich has 445 parishes in 129 benefices and serves approximately 660,000 people living in a geographical area of more than 1,400 square miles.

The Diocesan Board of Finance serves and supports our parishes and schools offering the people of Suffolk the opportunity to encounter God and grow in Christian faith. We strive to do this in providing service and support in line with our Values of Respect, Transparency, Quality and Well-being.

Salary	The post is at Point 2 of Band D of the St Edmundsbury & Ipswich Diocesan Board of Finance Salary Scales £27,731 pa.
Pension provision	If eligible Membership of the Church of England Pensions Board Pension Builder 2014 Scheme following completion of probation period.
Hours of work	Full time 35 hours per week Monday to Friday with some flexibility required and offered. TOIL (time off in lieu) is applicable for evening and weekend working to be agreed with line manager.
Holidays	25 days paid leave in addition to the usual public holidays plus Discretionary days at Easter and Christmas (Pro-rata for part-time).
Probation Period	Six months during which time progress is regularly reviewed and the period may be extended.
Notice period	During probation 2 weeks and thereafter 1 month.
Place of work	Diocesan Office, St Nicholas Centre, 4 Cutler Street, Ipswich IP1 1UQ
Other	

NOTES: The current main duties and responsibilities of this post are outlined in the job description. The list is not meant to be exhaustive. The need for flexibility, shared accountability and team working is required. The post-holder is expected to carry out other related duties that are within the employees' skills and abilities, commensurate with the post's banding and whenever reasonably instructed. The role description will be amended over time, in full consultation with the postholder, to meet the needs of the Diocese.

For an informed conversation please contact: Hilary Wordsworth-Sewell, hilary.wordsworth-sewell@cofesuffolk.org 07776 418344 or Revd Canon Dave Gardner, dave.gardner@cofesuffolk.org 07394559887

Application packs available from: Diocese of St Edmundsbury & Ipswich Website [Vacancies - Diocese of St Edmundsbury and Ipswich \(cofesuffolk.org\)](http://www.cofesuffolk.org/Vacancies-Diocese-of-St-Edmundsbury-and-Ipswich)

Please note: Applications will only be accepted on our DBF application forms. Please do not apply online or send CVs

Applications marked 'Confidential Application' to be sent to: HR@cofesuffolk.org or by post to Diocesan Office, St Nicholas Centre, 4 Cutler Street, Ipswich IP1 1UQ.

Closing Date for Applications: Monday 24th April 2023 at 5pm

Interview Date: Wednesday 10th May 2023