1. Job Details
Job title: Senior Web Coordinator 028
School/Support Department: Management Information Services
Unit (if applicable): Portal and Web Services, part of Customer Services Group
Line manager: Portals and Web Services Manager

2. Job Purpose
To promote and lead the programme of MIS website design and development projects primarily for the University administrative units. Act as MIS liaison with other web-based initiatives around the University. To develop and support the MIS Web Publishing Service, providing web development, expertise and support.

3. Main Responsibilities

1. Acting as a focal point for MIS in relation to Web Publishing initiatives across the University, including the University Website Redevelopment, in order to promote integration and ensure that MIS interests are properly represented
   
2. Leading website development projects and enhancements to meet customer, legislative, or University Knowledge Management Strategy requirements
   
3. Coordinating Web Clinics & Developer forums, and offering training to ensure that staff have the knowledge and skills required to effectively create and maintain the University’s many websites in accordance with user and legislative requirements
   
4. Marketing, development, service support and continuity of the MIS Web Publishing Service, ensuring workload sustainability and ongoing quality of service delivery to colleagues across the University
   
5. Scheduling the workload of junior team members and other colleagues to ensure cost efficient and timely delivery of corporate customer requirements.
   
6. Leading web development best practice and policy, ensuring that the University continues to be at the forefront in providing online access to information

4. Planning and Organising
- Planning and running individual customer’s web projects, which usually run over 3-6 months. This includes organising project communications and producing deliverables at key project milestones
- Planning and organisation of monthly, University-wide, Web Publishers Clinics and departmental Web Developers Forums. This includes formulating the presentation programme, arranging guest speakers, room bookings, AV and catering requirements
- Participation in MIS’s Annual Planning process, submitting project plans in accordance with the University’s Knowledge Management Strategy
5. Problem Solving
- Resolving technical challenges, such as the implementation of new dynamic web functionality in accordance with Freedom of Information legislation. Colleagues can be consulted if required, but such issues are usually resolved using research, incremental development and appropriate testing.
- Resolving resource availability and scheduling conflicts through project communication and prioritisation, both individually and in consultation with the Team Manager and / or customers.
- Independent management of customer expectations and negotiation of project scope, utilising the MIS project methodology.

6. Decision Making
- Use experience to decide on the best technical solution to meet project & customer requirements, with reference to existing specifications and standards.
- As project manager, tasks are prioritised and scheduled to meet project objectives and milestones, in consultation with the customer.
- Decide on future direction of and appropriate content for Web Clinics and Web Training.

7. Key Contacts/Relationships
- Regular contact with senior support staff, for example in the Computing Service or Communications and Public Affairs, in order to coordinate and integrate web publishing initiatives, service and policy.
- Contact with professional or technical bodies external to the University such as the Disability Rights Commission or ColdFusion User Group, who promote best practice or technological awareness.
- Weekly coordination of Project Team members working towards project task delivery.
- Weekly contact and guidance from the Group Manager and Team Manager in order to ensure that project, development and support work is carried out in line with departmental priorities.
- Deputising for and supporting the Portals and Web Publishing Team Manager as required, to enable the maintenance of team continuity and to ensure the delivery of a quality service.
- Mentoring and supporting the Web Project Managers and Student Placements, offering technical advice and expertise to ensure adherence to best practice and departmental procedures.

8. Knowledge, Skills and Experience Needed for the Job
- At least 3 years proven technical expertise in website design and development technologies such as HTML, ColdFusion, CSS and XML.
- A good understanding of web infrastructures such as networks, protocols, security and servers.
- Design skills and an understanding of the Usability and Accessibility implications of web design.
- A track record in requirements and business analysis, demonstrating the technical awareness necessary to deliver high-profile, effective IT systems.
- Proven success in project management with a good awareness of project methodologies and tools such as Microsoft Project.
- Excellent organisational and time management skills.
- Excellent verbal and written communication skills with an ability to devise and deliver presentations to large audiences including senior managers, or to create formal management reports and project documentation; giving information concisely, and without excessive use of technical jargon.
- Good people management skills and aptitude for chairing meetings, negotiating, motivation and coaching.
9. Dimensions
- Project manage the MIS responsibilities for dynamic functionality on corporate data as part of the new University Web Site initiative led by CPA which will incorporate around 400 existing web sites campus-wide.
- The MIS Web Publishing Service (WPS) supports and maintains over 100 separate web sites, offering support and training to 120 departmental web publishers.
- The WPS projects generate £20K annual revenue for MIS.
- Websites developed by the WPS promote and maintain the world-wide reputation of the University.
- Indirect responsibility for 2.5 full-time colleagues from MIS and other units during project stages.

10. Job Context and any other relevant information
N/A