

<b>Job Description</b>	<b>Digital Project Officer</b>
<b>Department</b>	Content, Communications and Digital
<b>Reporting to</b>	Head of Digital and Insight
<b>Responsible for</b>	N/A
<b>Salary</b>	£21,000 - £26,000 per annum
<b>Hours of work</b>	Full time, fixed-term until October 2023
<b>Location</b>	Remote / Manchester (head office)
<b>Main purpose of role</b>	<p>It's an exciting time for England Squash; our ambitious new strategy <a href="#">Squash in a Changing World</a> sets out our aspiration for the future of squash in England to be a thriving, growing and diverse community.</p> <p>In order to continue to fulfil our strategic aim of being a 'digitally-enabled' organisation, we require additional resource and expertise to manage and support the implementation of digital projects across England Squash's digital platforms. This role will drive progress through the projects on our digital roadmap and will provide much-needed support to a busy and ambitious team.</p>
<b>Main duties and responsibilities</b>	<p><b>Delivering an enhanced technology platform</b></p> <ul style="list-style-type: none"> <li>• Planning and scheduling of digital projects across our ambitious digital roadmap, including both own-platform website developments on <a href="#">englandsquash.com</a> and third-party integrations</li> <li>• Supporting major digital platform infrastructure projects</li> <li>• Production of clear project briefs to ensure organisation and project needs are clarified</li> <li>• Delivering projects on time and on budget via collaboration with team members, project sponsors and third-parties</li> <li>• Managing support and maintenance programme with third-party developers</li> <li>• Centralised documentation of process, progress and communications against all projects undertaken</li> </ul> <p><b>Stakeholder management</b></p> <ul style="list-style-type: none"> <li>• Act as a conduit for members of the team and wider organisation to communicate project requirements, progress and challenges</li> <li>• Communicate and report progress and updates to the team and stakeholders</li> <li>• Management of third-party digital development teams/designers</li> </ul> <p><b>Digital content &amp; communications</b></p> <ul style="list-style-type: none"> <li>• Support relevant colleagues to produce and distribute relevant digital content across a range of media and formats</li> </ul>

	<ul style="list-style-type: none"> <li>• Co-ordinate and report on digital marketing campaigns across paid social media, PPC and display</li> <li>• Facilitate the delivery of outbound email marketing campaigns, including audience and campaign management and reporting</li> </ul> <p><b>Support and enquiries</b></p> <p>Supporting England Squash staff in managing digital platform requests, including:</p> <ul style="list-style-type: none"> <li>• Day-to-day queries on functionality and usability</li> <li>• Management of the englandsquash.com CMS</li> <li>• Submission and resolution of bugs and user issues to third party developers</li> <li>• Producing management reports where necessary (e.g. Google Analytics, membership reports etc)</li> <li>• Support in management of automated email systems and other third-party tools and integrations</li> </ul>
	<p><b>Miscellaneous</b></p> <ul style="list-style-type: none"> <li>• The post holder's duties must at all times be carried out in compliance with our Equal Opportunities Policy and Child Protection and Vulnerable Groups Policy.</li> <li>• Ensure the health and safety of all staff, volunteers, personnel and resources within the post-holder's duties and personal responsibilities adhere to the requirements of the Health and Safety at Work Act 1974.</li> <li>• To undertake other such duties and responsibilities that the post- holder may, from time to time, be directed to perform by England Squash.</li> <li>• Willing and able to work unsocial hours. The role may, at times, include some evening and weekend work plus travelling with occasional overnight stays.</li> </ul>

## Recruitment process

### How to apply

1. Please submit your CV and covering letter, outlining how you meet the person specification to [marketing@englandsquash.com](mailto:marketing@englandsquash.com)
2. Complete the [Equal Opportunities Monitoring Form](#)

England Squash is keen to address areas of underrepresentation in its workforce and is passionate about creating an inclusive and diverse workplace. We actively encourage applications from candidates from underrepresented groups with diverse backgrounds and life experiences.

**Closing Date:** Monday 6 June 2022 at 5pm

Interviews for shortlisted candidates: Monday 13 June (provisional)

If you would like to have an informal conversation about the role, please contact Paul Makinen, Head of Digital and Insight, by email: [paul.makinen@englandsquash.com](mailto:paul.makinen@englandsquash.com) or phone: 07711 894119

<b>DIGITAL PROJECT OFFICER PERSON SPECIFICATION</b>	
<b>QUALIFICATIONS</b>	
Essential	Desirable
<ul style="list-style-type: none"> <li>Demonstrable educational background / qualifications or equivalent work experience relevant to the job description</li> </ul>	<ul style="list-style-type: none"> <li>Evidence of self-driven CPD</li> <li>Educated to degree level in a relevant field</li> </ul>
<b>KNOWLEDGE</b>	
Essential	Desirable
<ul style="list-style-type: none"> <li>Knowledge of digital product and platform development</li> <li>Thorough understanding of developing the user experience and user interfaces</li> <li>Knowledge of agile digital project management methods and tools</li> <li>An excellent working knowledge of Microsoft Office 365 products (Word, Excel, PowerPoint, Outlook, Teams)</li> </ul>	<ul style="list-style-type: none"> <li>An understanding of digital marketing tools and techniques</li> <li>Knowledge of the squash community and stakeholder groups</li> <li>Understanding of the role and work of a National Governing Body</li> </ul>
<b>SKILLS</b>	
Essential	Desirable
<ul style="list-style-type: none"> <li>Demonstrable project management skills across a range of digital projects, and a variety of platforms</li> <li>Ability to be hands-on, to understand project requirements and communicate with design and development teams when project stakeholders are not available</li> <li>Excellent interpersonal skills, including the ability to support and influence partners and stakeholders</li> <li>Ability to work independently, effectively prioritising work to meet deadlines and targets</li> <li>Excellent written and verbal communication skills</li> <li>A logical and analytical approach to problem-solving</li> <li>A high level of accuracy and attention to detail</li> </ul>	<ul style="list-style-type: none"> <li>Ability to establish rapport and credibility quickly with people at all levels</li> <li>The ability to use and interpret data and insight to support decision making</li> <li>Ability to produce and interpret high quality management information reports</li> </ul>

<b>EXPERIENCE</b>	
Essential	Desirable
<ul style="list-style-type: none"> <li>• Experience working with external agencies and suppliers</li> <li>• Experience of articulating project requirements for all audiences, including and specification documents and wireframes where needed</li> <li>• Experience of managing multiple simultaneous projects in an agile manner</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of managing user acceptance testing against agreed acceptance criteria</li> <li>• Experience managing content management systems</li> <li>• Experience using Jira, Google Analytics, Google Tag Manager, Mailchimp and social media analytics</li> <li>• Experience of producing and interpreting business intelligence</li> </ul>
<b>PERSONAL</b>	
Essential	Desirable
<ul style="list-style-type: none"> <li>• A team player with a proactive, positive, solution-focused approach</li> <li>• Flexible and reliable, demonstrates energy, commitment and enthusiasm</li> <li>• Uses feedback to identify appropriate areas for development</li> <li>• Applies knowledge or skill and brings new ideas and innovation</li> <li>• Flexible approach to work and able and willing to work outside normal office hours when required</li> <li>• Displays an ability to connect, drive, be adventurous and work together</li> </ul>	<ul style="list-style-type: none"> <li>• Actively identifies new areas for learning whilst regularly creating and taking advantage of opportunities provided by the role</li> </ul>

*This job description is not intended to be regarded as inclusive or exhaustive and will be amended in the light of the changing needs of the organisation.*