

ABA Webmaster

Salary

Volunteer position

Hours

5 - 10 hours per week (can be variable depending on workflow)

Location

Flexible

Term

The term of office is for 12 months with an option for renewal

Reports to

Senior Manager Income Development and Marketing

Position objective

- Monitor and evaluate current website and website activities with a view to minimising risks to, and maximise benefits for, the Association
- Ensure ABA staff and volunteers, members and the public are able to access required areas and functions of the website
- Manage day to day workflow associated with the website
- Oversee website use, and implement policies to ensure safe and effective use
- Oversee and provide ongoing support to the ICT team, ABA volunteers and staff
- Work with the ICT team and other areas of ABA to plan and implement improvements to the website and associated services
- Act as the main contact point for issues raised regarding the website.

Requirements of the position

Essential requirements

- Compliance with ABA's Workplace Health and Safety (WHS) policy
- Agreement in writing to abide by the ABA Code of Ethics
- Viewed the Volunteering with ABA presentation
- Regular access to the Internet and email
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Skills and Experience

- Previous experience in a similar position
- Ability to work as part of a team
- Ability to meet deadlines is essential
- Demonstrated skill in a team setting of tactful mediation focused on achieving effective communication.

- Ability to set priorities and meet deadlines

Knowledge

- Some knowledge Drupal and CiviCRM would be an advantage
- Knowledge and experience of content management systems and/or customer relationship management systems an advantage.

Qualifications

- A relevant qualification (diploma or bachelor degree) in IT

Communication

Primary communication will be with:

- ICT team members
- Senior Manager Income Development and Marketing
- Marketing and Fundraising Coordinator
- Breastfeeding Information Manager
- Head Office staff

Key responsibilities

- Ensure ABA staff and volunteers are able to access content and functionality of the website(s) as required
- Implement ABA policies and procedures where needed
- Ensure ABA's Code of Ethics is applied and followed in all online activities
- Manage the relationship with ABA's CMS and CRM service provider
- Update policies and procedures to reflect changing patterns of use and available technology
- Create new guidelines and policies as required
- Review and where possible, streamline processes for access to and use of the website(s)
- Act as the main contact point for issues regarding the website.

As a Team Member

- Uphold ABA's values and Code of Ethics
- Achieve key performance indicators, develop and share best practice ideas and assist and support other team members to achieve individual and team goals where applicable
- Work as part of a harmonious team and contribute to a motivating environment
- Participate in staff review and development programs
- Provide assistance to other team members as needed
- Participate in staff meetings, staff development activities and other meetings or functions as required

Delegated authority

- The ABA Webmaster has authority to act within the guidelines of this position description, the Australian Breastfeeding Association Constitution, the Code of Ethics, ABA policies and procedures and the delegations manual.

Key performance indicators

- Content owners are made aware when their content is approaching expiry or is out of date
- All ABA staff and volunteers, member and the public are able to access required content and functionality
- Website issues are addressed within 48 hours
- Reports, as required, are provided to the Senior Manager Income Development and Marketing in the requested time frame
- Participation in professional development activities is maintained
- Prompt responses to communications from members of the ICT team and other Association personnel
- Friendly and courteous communication and approachable manner with members, visitors, customers, general public and other staff maintained at all times.

Revision history

Revision	Date	Description of modifications
Mandatory	Mandatory	Mandatory