

# Website Maintenance Officer Position Description

## Salary

Voluntary

## Hours

Flexible

## Location

Flexible

## Reports to

Webmaster

## Organisational profile

The Australian Breastfeeding Association (ABA) is a national organisation committed to the promotion and protection of breastfeeding. ABA was founded in 1964, and its membership mainly comprises women who are breastfeeding or have breastfed, as well as health professionals such as lactation consultants and midwives. ABA is a Registered Training Organisation, and with over 1000 trained volunteers, offers services to the public such as its 24-hour Breastfeeding Helpline, local support groups, and breastfeeding education classes. ABA also has a retail division - Mothers Direct.

## Position objective

- Perform routine maintenance on the ABA website
- Ensure content on the ABA website is up-to-date
- Ensure website form and content conforms to Association guidelines Assist with website development

## Requirements of the position

- Current membership of ABA
- Agreement to abide by the ABA Code of Ethics

## Attributes

- Cautious approach
- Methodical and thorough
- Attention to detail

## Skills/Experience

- Experience in office or website administration desirable

## Qualifications

- Tertiary qualifications related to Business or to Information, Communications and Technology are desirable

## Communication

### *Internal*

- Website Working Group
- ABA website content authors (paid and volunteer)
- ABA website group moderators/administrators

## Key responsibilities

### *Website maintenance*

- Perform routine maintenance tasks on the ABA website as directed by the ABA webmaster
- Monitor ABA website content to ensure it stays up-to-date
- Review content, format and description to ensure all material conforms to policy and guidelines

### *Website development*

- Undertake straightforward tasks relating to website development under the direction of the ABA webmaster
- Suggest website improvements to the ABA webmaster

### *Communications*

- Report technical errors, inconsistencies or anomalies to the ABA webmaster
- Report errors, inconsistencies or anomalies in website content to the content owner
- Report systematic errors, inconsistencies or anomalies to the Internal Communications Coordinator

### *As a Team Member*

- Ensure the Australian Breastfeeding Association's Code of Ethics is adhered to
- Take responsibility for reaching key performance indicators, develop and share best practice ideas, and assist and support other team members to reach their individual and team goals where applicable
- Work as part of a harmonious team and contribute to a motivating environment
- Participate in personnel review and development programs
- Offer assistance to other team members as needed
- Ensure communication with others is courteous, supportive and friendly at all times.

## Reporting

- Provide reports to the ABA webmaster, the Internal Communications Coordinator and to the Website Working Group as required.

## Delegated authority

Actions are in accordance with the ABA Delegations Manual and Organisational Chart.

## Key performance indicators

- Routine maintenance tasks are undertaken regularly

- Technical issues of a routine nature are investigated and resolved or reported promptly
- Technical issues of a non-routine nature are reported promptly to the Webmaster
- Problems with website content are reported promptly to the content owner
- Changes to content are made only under instruction according to the ABA Delegations Manual
- Records of activities are maintained

### Revision history

Revision	Date	Description of modifications
1	January 2014	New position created. Approved by ICT Manager.