

Digital Co-ordinator – Job Description

Salary: £24-28k (FTE) depending on experience

Hybrid working with occasional travel for face-to-face meetings to meet colleagues, our offices are in Hove and Buxton but our staff are located across the UK.

Initial 12 month contract (28-35 hours per week)

Triangle is a values-based Employee-Owned Trust with a vision of a society in which people are enabled to thrive. We help homelessness, health, and social care providers improve services by creating engaging visual tools and promoting collaborative ways of working.

We are looking for a passionate individual who can organise our social media sites, enter our online content, report on analytics, and manage email campaigns. The role involves coordinating the implementation of new ways we can deliver our services and features across our digital platforms. As a small organisation we are looking for someone who is highly organised and self-motivated to support us with our CMS so that we can continue to support our clients in an efficient way.

What you can expect

- A purposeful, caring and inclusive team operating within an employee owned trust
- An opportunity to grow and develop yourself through your work
- To be empowered to lead and self-manage with the support of a highly committed team around you
- You'll never get bored as there's always something going on at Triangle

Outcomes for the role

- Clients are able to easily access the up-to-date information they need about Triangle and the Outcomes Star across a variety of platforms and media
- Triangle team are able to publish and communicate their content efficiently and consistently
- Triangle team are supported with effective IT and devices, working in collaboration with our Managed IT Support Provider
- Triangle team are able to undertake analysis of Salesforce data, from a clean dataset and useful set of basic reports and dashboards

Overview of responsibilities

Digital platforms and media management

- Point of contact for website changes and updates, keeping track of what is needed and planned
- Updating OS website via Wordpress CMS, working with existing templates and identifying areas for improvement
- Updating social media platforms (LinkedIn, Twitter)
- Managing MailChimp (or equivalent) including managing audiences/mailling lists, being aware of GDPR compliance, setting up email campaigns
- Managing webinar set up and delivery via Teams and Zoom including creating links, sign up lists and troubleshooting

- Managing Vimeo channel
- Collaborating with Product & Content team and others across Triangle who will provide the content for the above
- Supporting improvements of Salesforce development, working with external developer and Triangle team, to co-ordinate and test changes.

IT support

- Working with Managed IT Support Provider to keep track of issues and ensure work is completed, such as organising new devices and phones for new starters and managing user permissions
- Supporting use of Microsoft 365 across Triangle, including helping with the creation of Sharepoint sites, use of Teams & channels, and other Microsoft 365 apps – working with a working group of colleagues across Triangle and external specialist support

Data reporting and cleaning

- Working with Triangle team to complete tasks on the client data held in Salesforce, to ensure that it is as accurate and up to date as possible
- Maintaining and creating reports and dashboards to inform management and teams, managing requests from Triangle team and keeping track of what is needed and planned

Person Specification

Essential skills:

A passion for social impact and helping frontline services to help people transform their lives through enabling help

1-2 years of experience working with Wordpress or an equivalent CMS, and being comfortable learning new software and online tools

Experience with Salesforce, or any other client relationship management system or database

High levels of organisational and prioritisation skills with an incredible eye for detail

Ability to self-manage day-to-day workload and work collaboratively within a team and across the organisation

Desirable skills

Completed Salesforce Training.

Experience in business analysis, generating reports and dashboards with business intelligence and data, through Salesforce or similar custom-report builder software

Great communication skills with the ability to translate business and user needs into technical requirements

Experience using a ticket based helpdesk system to manage requests and tasks

Experience of cyber security and frameworks such as Cyber Essentials

Experience of supporting colleagues with IT needs or working with a Managed IT Support Provider

Experience – either through employment or lived experience – of frontline health and social care services, ideally involving any version of the Outcomes Star

Salary and Benefits

- The annual salary is £24,000-£28,000 pro-rata, depending on experience
- Laptop and mobile phone provided for work purposes
- Generous pension scheme, flexible working arrangements, employee assistance programme, cycle to work scheme
- 25 days' annual leave plus bank holidays (pro-rated for part-time)

Deadline for applicants: 10th July 9am

Interviews 24th and 25th July via Zoom or Teams