Recruitment pack

Ciarb is a charity incorporated by Royal Charter under number 803725
Job description

Job Title: Technical Web Developer, Content and Operations

Date: June 2023

Reporting to: Executive Director of IT and Digital Transformation

Location: London (hybrid-working: minimum of 1 day per week in the London office)

Overview

CIArb is passionate about promoting a harmonious society, helping people and organisations avoid, manage and resolve conflict through our global network of over 18,000 members. We are the leading global professional membership organisation representing the interests of alternative dispute practitioners worldwide. As a not-for-profit, UK registered charity, CIArb works in the public interest through an international network of 41 branches.

Job Overview:

As a skilled and experienced web developer you will be expected to take responsibility of driving continuous improvements in all areas of development and operations. You will work cross functionally with all other groups but in particular with the Marketing and Communications team who are responsible for Web content publishing amongst other things. This is a role where you can grow and shape the function going forward and you will be allowed plenty of freedom within a framework. You will act as a liaison and bridge between IT and the business for all thing's web.

Job Purpose

CIArb are implementing a new Customer Relationship Management (CRM) system that will integrate and inter-operate in harmony with our new website (Umbraco). Both platforms will improve our data collection and management, enhance the member experience and align CIArb’s worldwide operations.

The CRM system (Microsoft Dynamics 365), will integrate with the Umbraco web platform providing members with an enhanced web portal service and seamless integration to back end data and finance systems. Together they will be the backbone of our Single Source of Truth (SSOT) data management. The new website will integrate with local branch websites (currently standalone) giving access to a central database, allowing customers globally, to book and pay for a wide range of services including membership fees, courses and events.

Reporting directly to the Executive Director for IT and Digital Transformation, The Organization requires a technically capable lead who is able to work in and on our increasingly integrated and automated environment. Working closely with our chosen CRM and Website partner(s) will ensure content created by branches, central marketing or across CIArb is fully compliant with CIArb purpose, strategy regulatory and tactical approach, as well as functioning correctly throughout our environment, including the member portal, website, CRM and other central system integrations.
This position is responsible for the technical ownership of the staff Intranet and Branch Extranet, for supporting Marketing Operations worldwide, as a technical lead for Web development, Content Management and workflow process Optimization. This role will use Dev Ops to manage operational change.

Responsibilities will include but not limited to; HTML, CMS, Umbraco, SEO, UX & UI Design as well as any other website tools like accessibility software and others.

**Major Objectives:**

- Take ownership of all IT web development activity, content management and related Dev Ops activity and associated change management. Be the CIArb and IT Subject Matter Expert (SME) for Umbraco CMS and first port of call for content, associated systems, operational and support issues.
- Be the CIArb and IT technical SME for the member portal and first port of call for content, associated systems, operational and support issues. As the key IT technical lead, build a close working relationship with our CRM and Web partner(s) to maximise benefit and minimise risk to CIArb. Act as the ‘bridge’ between CIArb and our partners.
- As technical owner be the CIArb and IT SME for the Intranet & Extranet. Be the first port of call for all content, associated systems and operational issues. Act as the ‘bridge’ between CIArb and our partners.
- Take ownership of the Intranet & Extranet partnership(s) to maximise benefit and minimise risk, delivering best practice operations across CIArb. Act as the ‘bridge’ between CIArb and our partners.
- Take ownership of the IT and Marketing partnership for design, website content & deliver best practice. Ensure Website is “on brand” and supports our online strategies. Act as the bridge between IT and Marketing.
- Be the technical SME to deliver the CIArb SEO & digital strategy and operational execution.
- Ensure website and associated content is delivered with accessibility design built into our requirements.
- Take ownership of Development Support and all major bug fixes. Act as the ‘bridge’ between CIArb and our partners. Manage & track all issues in Dev Ops to minimise impact or service outages.
- As SME, take technical ownership of the change management process and best practice for the Website, Intranet and Extranet and including content change. Act as the ‘bridge’ between CIArb and our partners.
- As the change owner and User Acceptance Test (UAT) processes owner for the above responsibilities, you will identify user journeys and test against those user stories to pass/fail work on new or upgrade deliveries.
- As the SME, provide content and technical training as necessary for CIArb staff and branch volunteers as and when required.
- Be the technical SME for our Manage payment gateway across CIArb, ensuring that customers are able to pay online and financial data is properly captured. Act as the ‘bridge’ between IT, Finance and our partners.
- Own and Manage workflow processes between systems and services related to the above responsibilities.
• Support the Executive Director of IT and Digital Transformation as technology SME and any related tasks required to execute the development, operations and support of our technology.

Other Objectives
• Be responsible for GDPR and other regulatory requirements of your area.
• Be responsible for all Cyber security tasks and requirement in your area
• Be the technical lead and SME providing website author training and best practice sharing across CIArb Support the delivery of the education online training platform and content
• As SME, be responsible for delivery of any ad-hoc online requests from internal staff or branches
• Own and execute the training process in your SME areas of expertise to support the IT apprentices programme, helping eliminate single points of failure across CIArb
• Other IT department support or reasonable line management request as may be required from time to time

Requirements: Essential:
• At least 3 years’ experience of website development and applications At least 2 years’ experience of working with Umbraco and CRM Systems
• At least 2 years’ experience of SEO
• Experience of responsive Web development and operations
• Some experience of Dynamics 365 in relation to Web and Web Services
• Some experience of Dev Ops and its use
• Knowledge of and keen interest in web technologies and trends. A clear communicator
• A natural collaborator
• From your track record you can demonstrate, the ability to work to deadlines From your track record, you can demonstrate, the ability to work on own initiative
• From your track record, you can demonstrate experience of working as a member of a diverse team, providing support where necessary You have experience of liaising effectively with our membership, volunteers and up to the most senior staff members
• Ability to contribute to the continuous improvement of processes and procedures
• Good reading and writing skills, strong grammar and spelling, competent keyboard skills, good communication. Attention to detail.

Desirable:
• Educated to A Level standard or equivalent Qualification in IT
• Summary terms and conditions

Contract: Permanent, Full time: 35 hours per week

Salary: £51,940 per annum

Annual leave: 25 days’ holidays per annum plus UK bank holidays

Pension: Generous Pension Scheme (from day 1 of joining)
Healthcare: Company scheme subject to terms and conditions.

Life assurance: Company life assurance scheme (4 x annual salary).

Other Benefits:
- Season ticket loan
- Cycle to work scheme
- PerkBox (employee money saving platform)
- Gym/Fitness scheme
- Flexible working hours – core hours
- EAP (Employee Assistance Program)
- Wellness and Social incentives e.g. Christmas party, summer party, International day, Charity events
- Financial Wellbeing seminars and access to e-portal
- Learning and Development opportunities
- Enhanced Family policies

Location: CIArb Head Office, 12 Bloomsbury Square, London, WC1A 2LP

Notes: We are keen to encourage applicants from all identities and walks of life.

How to apply: To apply for this role, please click APPLY HERE

Closing date: 9 July 2023

Working hours and flexible working
Our full-time employees are contracted to work 35 hours per week. We offer a range of flexible working patterns where possible to assist with a work/life balance and welcome applications from people wishing to work on a part-time or job share basis. We also operate a flextime scheme that allows you to alter your start and finish times and take hours back that you have accrued. We are happy to discuss flexible working from day one.

Equality and diversity
Ciarb welcomes enquiries from everyone and values diversity in our workplace. A commitment to promoting diversity and developing a workplace environment where all staff are treated with dignity and respect is central to our recruitment process.

We are committed to the employment and career development of disabled people. We encourage all applicants to complete our Equal Opportunities Monitoring form provided with all application packs, to support us in delivering upon our equality program.

Protecting your information
We are responsible for deciding how we hold and use personal information about you. We comply with data protection law and principles and a copy of the privacy notice for job applicants can be found here.