



Position Description

Position Title Website administrator	Date Nov 3rd 2009	
Reports to (Title) Managing Director	Reports to (Name) Roger Elliott	Approved by Mark Tyrrell, Creative Director
1. Position Summary Uncommon Knowledge is an Oban based company providing psychology training and online personal development material. You will be part of the web team, updating and developing ecommerce websites and implementing online marketing activities. You will learn about web technologies, web marketing and promotion as part of your role.		
2. Principal Accountabilities		
a. • To maintain and update company websites in line with scheduled alterations and ad hoc requests. You will provide support to outside (often overseas) programmers on projects.		70%
b. • To learn and apply new web methodologies as required by company projects.		15%
c. • To gather and collate data for performance metrics and statistical testing.		10%
d. • To deal with occasional desktop support and technical queries by email and phone and to escalate when necessary.		5%

3. Critical Challenges

- To work accurately and methodically to deadlines, managing tasks across multiple projects.
- Commitment to ongoing learning and immediate application of new skills.
- To form and maintain good working relationships with external programmers and company staff.
- Provide clear regular reports on progress and new projects.

4. Unique Knowledge & Skills

- Methodical, careful approach and attention to detail.
- Knowledge of Dreamweaver, including use of templates, library files and other functionality.
- Knowledge of HTML and CSS. Experience of online Content Management Systems (CMS) an advantage, for example Drupal, Expression Engine or Wordpress.
- Google Analytics and Website Optimizer
- Excel, Word and Outlook
- Some knowledge of Apache server would be advantageous, although not essential.
- Graphical and audio editing software, for example, Photoshop.

5. Key Competencies

- Have the ability to work in a small, high performing team
- Working accurately and methodically
- Enjoys careful, precise work
- Enjoys technical problem solving.
- Above average communication skills, particularly written, for preparing instructions for contractors whose first language is not English

6. Contacts

- Staff and technical contractors.
- Customers are:
 - Roger Elliott (managing director), Uncommon Knowledge Staff, Offshore Contractors, Uncommon Knowledge Customers

7. Problem Solving & Decision Making:

- Responsible for managing own workload to ensure all deadlines and standards are met. Prioritising workload where conflict exists.

Type of decision made by this post

- Action required to fix fault on website.
- Technical response to customer

Type of decision to be escalated

- Change to procedure or policy affecting a major customer group

8. Remuneration and package

Uncommon Knowledge has been an Investors In People accredited company, so you will benefit from an effective management structure, regular reviews and a structure personal development and learning plan. The long-term aims for this position are to graduate it into a project manager role when learning and skill goals are attained.

Salary: £12K-£18K dependant on skills/experience.