



## Job Description

<b>Job Title:</b>	<b>Intranet Officer</b>
<b>Team:</b>	<b>Communications</b>
<b>Salary:</b>	<b>Scale points 29 - 33</b>
<b>Hours</b>	<b>37.5 per week</b>
<b>Reports to:</b>	<b>Senior Internal Channels Officer</b>
<b>Purpose of role:</b> To coordinate the SharePoint intranet and other internal digital channels to engage staff and volunteers, to enable them to deliver the best possible services to anyone who requires support.	

### Key Activities:

- Support the delivery of the internal communications and engagement strategy.
- Coordinate the day-to-day requirements of the organisation's SharePoint intranet.
  - Content – publish content that aligns with publishing standards.
  - Governance – manage the approval, review, and retention process to ensure information is user-centred, clear, and up to date.
  - Web design – support standards of UI/UX, accessibility and search optimisation.
  - Technical support – develop and deliver SharePoint solutions by working with colleagues in the IT department and testing with users.
  - Continuous improvement – use analytics, user feedback and Microsoft updates to progress the intranet roadmap.
- Support the implementation and management of new employee channels such as Viva Engage and other applications in the Microsoft Viva suite.
  - Community management – proactively guide community managers to maintain healthy and compliant platforms.
- Measure, track, and evaluate platform engagement metrics to assess the effectiveness and make data-driven recommendations for improvements.

- Advise and work collaboratively with colleagues to gather and prioritise requirements for channel enhancements, new features, and improvements.
- Share best practice, upskill, and empower staff to improve how they communicate and engage.
- Advocate Change Grow Live's brand, including tone of voice, and shape clear messages that are aligned to the organisation's values.

### **General terms of reference:**

In carrying out the above duties you will:

- Occasionally travel to Change Grow Live sites as needed.
- Seek to improve personal performance, contribution, knowledge, and skills.
- Participate in appraisal, training and 1 to 1 processes.
- Ensure the implementation of all Change Grow Live policies.
- Undertake other duties appropriate to the grade of the post.

## **Person Specification**

### **Education Knowledge and Experience (essential):**

- Qualification in a relevant subject, or the equivalent experience in a similar role.
- 3+ years' experience in a communication, marketing, digital, or technology role.
- Experience managing digital channels, e.g. intranets/websites/social media.
- Strong relationship management and interpersonal skills.

### **Abilities and Skills (essential):**

- Excellent communicator, comfortable with presenting ideas.
- Understanding of digital accessibility with the ability to present complex information in an accessible, jargon free format.
- Highly organised, able to manage multiple tasks and work autonomously.
- Independent thinker with demonstrated good judgement, problem-solving and analytical skills.
- Creative, innovative, and passionate about helping people.

### **Desirable criteria:**

- Excellent writing and editing skills.
- Experience of Microsoft SharePoint and Viva Engage.
- Understanding of UX/UI principles, web development processes, and project management methodologies.
- Experience of using analytics and evidence to inform strategies and planning.

**Amendments: This description accurately reflects the present position; it may be amended and reviewed. Any change will be made following a proper period of consultation.**