

Role Description

Digital Hub Editor and Content Creator, Communications and Engagement



Line manager: Digital Hub Manager

Direct reports: None

Safeguarding Commitment

Safeguarding is at the heart of everything we do at PACT. We have robust measures and best practices in place to safeguard and protect the welfare of children, young people and vulnerable adults and we take pride in maintaining outstanding safeguarding standards.

We expect all employees, both current and prospective, to uphold and share this commitment and we value everyone's engagement and co-operation with our safeguarding processes to ensure that these are completed without delay.

Anyone joining our team is subject to PACT's safer recruitment pre-appointment enquiries. These enquiries include providing documentation to evidence the right to work in the UK, a Disclosure Barring Service (DBS) check, overseas police check (if applicable), references covering at least 5 years, a complete previous education and employment history timeline and the completion of mandatory safeguarding training.

The DBS check level required for this post is Standard.

Diversity Commitment

PACT is a supportive and respectful place where people are passionate about making a positive difference to the lives of women, children, and families from many different backgrounds. We continuously look to progress the ways in which we create families and bring people together and encourage applications from people across all communities. We are committed to ensuring that our people and our services reflect the diversity of the communities we serve and applications from people from under-represented groups are particularly welcomed.

Learning and Development Commitment

PACT is committed to helping people to achieve their potential and flourish and, in doing so, enabling them to make a positive difference to the lives of the people we support. We recognise the importance of having the necessary knowledge, skills and qualities within PACT to enable us to meet our current and future business needs. Development needs might be at an individual, team or organisational level. All employees have equal access to learning and development opportunities, reflective of our commitment to equality, diversity and inclusion.

Role Description Statement

This document sets out the main purpose and key tasks of the role, the management reporting lines and the competency requirements for the role. The role description sets out PACT's expectations for the role and the post-holder. Regular discussions to support you in your role will take place together with your manager during your induction period, and after your probation period in your ongoing support and supervision meetings.

The Role

PACT has developed a unique online support and information service for adopters, special guardians, foster carers and the professionals who support them called CATCH – Children and Trauma Community Hub (formerly known as The Adopter Hub). PACT has also launched a new Hub, Bounce, to provide domestic violence support and training. This role will provide the editorial and technical support needed to support the efficient running of these services and to continue the development of the content and functionality of the Hubs.

Key tasks

1	Responsible for keeping websites up-to-date, on brand and meeting accessibility guidelines.
2	To project manage and/or assist in the creation of new eLearning courses and modules. This may involve all or part of the process such as: partner liaison, recording, editing, designing and uploading onto the Hub.
3	To provide technical support to enable smooth delivery of the Hubs and to identify and fix issues quickly and efficiently.
4	To work with our web hosting and support partners to ensure smooth delivery of the Hubs and quickly and efficiently fix issues when these cannot be resolved inhouse.
5	To maintain an overview of Hub analytics.
6	To generate reports for end of month and support quarterly reporting.
7	To communicate with Hub users using email campaigns and surveys.
8	To create (film, edit and upload) new audio-visual content for the Hubs.
9	To enable new partner organisations and users to be registered efficiently following data protection guidelines.
10	To design and create Hub documents and communications such as eLearning downloads and partner flyers etc.
11	To support Hub users in accessing the Hub.

12	To help to maintain safe and regulated peer support services for adopters.
13	To cover the Hub inboxes and provide administrative support when needed.

Other	
1	To safeguard and protect children, young people and vulnerable adults in accordance with PACT's policies and procedures at all times.
2	To take on additional tasks related to this role as assigned by your manager.
3	To take responsibility for, and be committed to, personal and professional development and keep up to date with law, regulation, guidance, standards, government policy and research relating to all aspects of the work.
4	To demonstrate and uphold a commitment to promoting equality, diversity and inclusion in the workplace and throughout service delivery.

Person specification

Essential competencies	
<input type="checkbox"/>	Commitment to and enthusiasm for the aims of the organisation and uses this to positively and proactively represent and advocate for PACT.
<input type="checkbox"/>	Practical experience of working with Wordpress, Google Analytics, html, an eLearning platform such as LearnDash, and website editing using a CMS.
<input type="checkbox"/>	Demonstrable video and audio editing skills using Adobe Premiere Pro, Audition or similar.
<input type="checkbox"/>	Excellent written communication skills with high attention to detail. Fluent in written and spoken English.
<input type="checkbox"/>	Understanding of web accessibility.
<input type="checkbox"/>	Can work autonomously and collaboratively as part of a team, working towards shared goals and objectives, as well as cross team working and external stakeholders.
<input type="checkbox"/>	Creative skills to find clear and interesting ways of presenting information and to generate new ideas. Demonstrates a flexible and creative approach.
<input type="checkbox"/>	Is organised and proficient at working to deadlines. Can plan and prioritise efficiently whilst remaining positive and adaptable either working independently or collaboratively within a small team and with changing priorities.
<input type="checkbox"/>	Provides a high standard and level of accuracy in work produced.
<input type="checkbox"/>	Proficient in use of Microsoft Office: Outlook, Word, Excel, Publisher, database systems and virtual tools: Teams and Zoom.
<input type="checkbox"/>	Commitment to promoting equal opportunities and diversity in the workplace.

Desirable competencies	
<input type="checkbox"/>	Experience of using MailChimp and Canva.
<input type="checkbox"/>	Experience of working within the voluntary sector.
<input type="checkbox"/>	Understanding of adoption or the issues facing children who have experienced trauma and those who support them.

Additional information

All opportunities are based in the UK, and you must be eligible to live and work in the UK.

This role is for a fixed term appointment of up to 12 months, commencing April 2025.

Working part time - 30 hours a week over 4 or 5 days, within our working week of Monday to Friday, 8.30am to 5pm.

PACT offer flexible hybrid working with a mixture of office and home-based working. The expectation is that at least one day per week will be worked from our office in Reading.