

Touring Exhibitions Group

Website Co-ordinator

Freelance role

7 month contract, initially until end of March 2023, and then renewed annually

8.5 days over 6 months at £150 per day (17 days per annum)

Work is carried out flexibly as the website requires regular daily check-ins. Remote working.

The duties specific to the Website Co-ordinator are as follows:

- The Website Co-ordinator is the member of the paid Secretariat who is responsible for the administration and basic technical maintenance of the TEG website, overseeing its operation and content.

Website maintenance

- Maintain the website in full working order; ensuring that any technical faults are reported to TEG's appointed web developers (Surface Impression) and/ or website hosting provider (TSOHost) and are satisfactorily resolved in a timely manner, or ensure the enquiry has been forwarded to the relevant TEG committee member;
- Liaise with TEG's appointed web developers (Surface Impression) on behalf of the Committee;
- Ensure that all enquiries from members and non-members regarding a technical issue with the website are replied to in a timely manner
- Ensuring all updates and security measures are applied in a timely manner by TEG's appointed web developers;
- Act as the main point of contact for the Committee and the Marketing and Communications Manager on all technical aspects of the website;
- Research and advise the Committee in response to the Committee's request for development if requested;

Website scrutiny and reporting

- Use Google Analytics and WordPress to compile and analyse website usage statistics to inform decisions on web resources, communication and marketing
- Provide a quarterly report ahead of TEG's quarterly committee meetings.

Database maintenance

- In liaison with the Membership Manager, to resolve any upload issues with TEG Member exhibitions, venue and suppliers' content and images, together with ensuring that the membership database/MemberPress is working correctly in relation to access, subscriptions, reporting and membership benefits.

General

- Assist the Executive Committee in website-related tasks, e.g. uploading content and providing instructions for the committee to do this themselves
- Work with the Treasurer to ensure any costs associated with the website are met;
- Carry out other tasks that the Committee requires, subject to available time and budget;
- Account to the Treasurer for time and expenses incurred on TEG's behalf in carrying out the above.

In addition, the Website Manager shares general responsibilities with Committee members, which include:

- Attendance at TEG committee meetings
- Preparation of papers and reports for committee meetings, or when required to address a specific query from the Committee
- Maintain records, so that information is readily available to other members of the Committee and so that files can be transferred to the next post holder with minimum disruption;
- Ensure the principles of Best Value are applied at all times, by requesting written estimates from suppliers/ project workers and by monitoring costs against estimates;
- Promoting TEG to colleagues in the museum profession and to potential funders (including providing regular content for TEG's social media channels and website) and responding to general enquiries about TEG's work;
- Be alert to policies and events with a bearing on TEG's sphere of interest and advising the Committee as appropriate;
- Bear in mind possibilities for grant-aid and sponsorship for TEG as a whole and/or for specific activities or projects, and advising the Committee as appropriate.
- Shall ensure that they shall comply with the General Data Protection Regulation Act of 2018 ("GDPR") in all respects to the effect that adequate privacy and security, at least to the standards set out in the General Data Protection Regulation Principles of GDPR, shall be established and maintained at all times
- To promote and adhere to TEG's Standards for Good Practice in their role as TEG Website Co-Ordinator and in their professional capacity.

Experience required

- Experience of working in or with the museum and gallery sector
- Previous experience of website management
- Experience of analysing statistics and preparing reports
- Demonstrable experience of providing efficient administrative support and maintaining effective records
- Demonstrable experience of working with multiple stakeholders to effectively deliver a core activity and/ or projects

Desirable

- Knowledge of using Google Analytics and WordPress or a willingness to learn
- Experience of and interest in utilising websites for effective marketing and communications
- Knowledge of the work of TEG or other sector membership organisations.

Skills and competencies required

- Excellent written and verbal communication skills with the ability to liaise between website development, hosting and maintenance specialists and non-experts
- Excellent general ICT skills (familiarity with Microsoft Office, including Word, Outlook Excel, and social media)
- Basic technical skills to deal with minor website issues and understand where a problem may have occurred
- Excellent administration skills and attention to detail

- Pro-active and flexible with the ability to multi-task and communicate regularly with the committee and external stakeholders
- Able to work to deadlines and maintain a calm, ordered approach.
- Diplomacy, flexibility, ability to get on well with people and have a professional attitude; the ability to work independently and in a team.