# Digital Platforms Officer

| Grade | C |
|---|---|
| Type of contract | Permanent |
| Directive | External Relations |
| Department | Digital |
| Reports to | Digital Platforms Manager |
| Responsible for | N/A |
| Location | Stratford, London |
| Hours | 35 |

## About the role

The Digital Platforms Officer is responsible for managing a range of digital projects at Mind - providing expert consultancy and support, and collaborating with internal teams, local Minds and external agencies to deliver high-quality products.

Mind's digital channels and platforms play an essential part in our delivery of high-quality information and support, and our engagement with campaigners, fundraisers and supporters.

By overseeing a range of projects, and offering expert consultancy and support, you will ensure that our digital products and services are delivered to an excellent standard, helping us to offer information and support to those who need it.

The Digital Team play a key role in delivering Mind's vision, mission and goals. The team covers a range of expertise, encompassing digital content and marketing, development, transformation and analysis. We are supportive, passionate about mental health, and champion user experience and co-design.

You will be collaborating with a range of teams – from service design and research experts, to security and data specialists. You will also work closely with our partner agencies, and the wider network of local Minds.

## Key Responsibilities

Playing a key role in Mind's digital development process:

- Ensuring digital development and support are delivered on time, to consistently high-quality standards
- Coordinating support and development tickets across the Digital Platforms team - assigning resource and delegating tasks
- Handling digital development enquiries, providing expertise and support to internal and external stakeholders

- Working closely with the Business Analyst and external suppliers to manage support and development backlog
- Maintaining a strong knowledge of technical specifications / platform documentation
- Working with wider stakeholders to ensure our digital platforms integrate with other tools and systems
- Collaborating with Data, Compliance and Communications team to develop and maintain Mind's data collection processes
- Providing recommendations to teams managing digital projects as required, balancing technical feasibility, user experience and cost effectiveness

Working with Business Analyst to scope, plan and project manage a range of digital projects across Mind's platforms:

- Gathering requirements, and writing development briefs and technical specifications
- Ensuring projects are delivered on time, to consistently high-quality standards
- Working with Digital Platforms Manager and Business Analyst to plan budgeting
- Attending regular sprint planning, stand-ups and show-and-tells
- Working with the wider team to coordinate Mind's User Acceptance Testing process, allocating tasks and responsibilities across the team

Managing supplier relationships, in collaboration with wider team:

- Overseeing supplier SLAs and contracts
- Meeting with suppliers to evaluate and improve ways of working

Working with our IT and Data teams to improve security and stability across our platforms, and ensuring digital projects support Mind's security and information policies:

- Overseeing our pen-testing schedule and security planning
- Overseeing GDPR and data protection across platforms

Providing updates and reports to wider stakeholders, demonstrating impact and performance

## Expectations

All members of staff at Mind are expected to embody our mission, values and competencies. This includes an expectation that they will:

- Show passion for what Mind does and the changes that we are making for people with mental health problems

- Work collaboratively across teams, departments, locations and organisations

- Stand up for what they believe is best and trust in themselves and each other

- Be open to others and ourselves and show a commitment to learning

- Be open to change and respond flexibly and quickly to the changing world

- Demonstrate organisational awareness and see the bigger picture while working towards objectives

- Communicate effectively, ensuring their messages are understood and that they strive to understand others

- Value diversity and treat others with respect, showing sensitivity towards differences, promoting and encouraging diversity, and building on people's different skills and talents to enhance the quality of their own and other's work

- Take responsibility for their decisions

## Person Specification

## Essential Criteria

1. Demonstrable experience of working across a range of digital development projects, from objective-setting to delivery and evaluation
2. Experience of working with external agencies, ideally in a digital development environment – communicating stakeholder requirements, prioritising tickets and collaborating with agencies on delivery
3. Experience of providing advice and support to a range of stakeholders, via email and face to face – working with stakeholders to prioritise objectives, and define technical requirements
4. Excellent oral and written communication skills – with experience of presenting to a range of stakeholders, both face-to-face and via email
5. Experience of assigning tasks and responsibilities across a team
6. Demonstrable experience of working with content management systems
7. Excellent time management skills, including managing multiple priorities
8. Ability to work independently, using own initiative, and as part of a team
9. Ability to influence and challenge constructively
10. An understanding of and commitment to Mind's mission and values

## Desirable Criteria

1. A strong understanding of agile project management methodology, product backlogs, and sprint planning
2. Experience of managing or overseeing a content management system
3. Experience of using Umbraco CMS
4. Experience of line management
5. Direct or indirect experience of mental health problems