

# Digital and Content Administrator

## Job Description

**Salary:** £29,000

**Term:** Permanent, full time

**Line manager:** Web and Multimedia Manager

**Line management responsibilities:** No formal line management responsibility. The postholder may provide day-to-day support and coordination to colleagues, members and volunteers as required.

## Background

Our vision is a world where data is at the heart of understanding and decision-making.

Founded in 1834, the Royal Statistical Society (RSS) is one of the world's leading organisations advocating for the importance of statistics and data. We are a professional body for statisticians and data scientists, wherever they may live.

We have more than 8,000 individual members in the UK and across the world. As a charity, we advocate for the key role of statistics and data in society, and work to ensure that policy formulation and decision making are informed by evidence for the public good.

Digital channels and content delivery are a key part of the RSS offer. They support member engagement, help the Society communicate its work clearly and effectively, and enable staff, members and volunteers to take part in online activity, access information and connect with one another. The Digital Content Team plays an important role in ensuring these channels and services run smoothly and meet a high standard.

## Job purpose

The Digital Content Administrator provides practical digital, content and administrative support across the Society's Digital Content Team. The postholder supports the needs of the digital and content team, wider staff, members and volunteers by helping to publish content, create and send newsletters, support online meetings, provide first-line AV and IT support, monitor shared inboxes, assist with testing and reporting, and maintain clear user guidance.

The role is primarily a digital and technical support role, with only light content editing where needed and no expectation of editorial experience.

## **Key responsibilities**

### **The role is responsible for:**

**1. Content publishing and newsletter production.** Provide accurate and timely support for publishing digital content and producing newsletters across the Society's channels.

- Publish, edit and maintain content on the Society's websites, including [rss.org.uk](http://rss.org.uk), [Real World Data Science](http://RealWorldDataScience.com) and [significancemagazine.com](http://significancemagazine.com), ensuring content is uploaded accurately and in a timely way.
- Create and send newsletters using copy provided by colleagues, ensuring content is formatted correctly, links and assets work as expected, brand guidelines are adhered to, and communications are issued on time.
- Carry out light content editing and formatting where needed to support publication (there is no expectation of editorial experience or expertise).
- Post vacancies on the Society's job board and support other routine publishing activity as required.
- Help maintain high standards of accuracy, consistency and accessibility across published digital content and email communications.
- Organise digital assets and maintain content libraries.
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**2. Digital support for staff, members and volunteers.** Provide responsive first-line support for digital activity, online meetings and routine AV and IT queries.

- Provide first-line IT and AV support to staff, helping to resolve routine issues and escalating more complex or urgent issues promptly when required.
- Support online and face to face meetings involving staff, members and volunteers, including meeting set-up, practical troubleshooting and live support where needed.
- Assist colleagues and users to make effective use of relevant platforms and tools, particularly for online meetings, content-related tasks and routine digital processes.

**3. Testing, reporting and systems support.** Support the effective running and improvement of digital systems through testing, basic reporting and routine technical administration.

- Carry out testing and report issues clearly, including supporting User Acceptance Testing (UAT) for websites, digital tools and related processes.
- Generate routine reports using tools such as Google Analytics and Dynamics CRM, and help colleagues access the information they need for day-to-day decision-making and monitoring.
- Support the maintenance of digital systems and processes by following agreed procedures, identifying routine issues and escalating where needed.

- Contribute to the smooth running of the Society's digital operations by supporting practical system-related tasks across the team.

#### **4. Meeting scheduling, inbox management, documentation and administration.**

Provide reliable administrative support that helps the team manage workload, respond to queries and maintain clear guidance.

- Schedule meetings to facilitate team activities and provide administrative support to volunteers, committee members and journal editors.
- Share meeting documentation and slides prior to meetings.
- Monitor shared inboxes and respond to or route routine queries appropriately, ensuring urgent or important issues are escalated promptly.
- Undertake general administration to support the work of the Digital and Content Team and related activity across the Society.
- Create and maintain user guides, standard operating procedures (SOPs) and other practical documentation to support consistent ways of working.
- Keep records, documents and shared information organised and up to date so that colleagues can work efficiently and consistently.

**5. General duties.** Contribute to the wider work of the Society and support a collaborative, service-focused team culture.

- Answer incoming calls and provide first-line customer service alongside other colleagues.
- Respond to, or arrange responses from colleagues to, incoming queries in corporate inboxes.
- Prepare mailing lists for emails, surveys or newsletters from the CRM.
- Support colleagues with webinars and events where needed.
- Work collaboratively with colleagues across the RSS and provide practical support to members and volunteers where relevant.
- Maintain a high level of accuracy, professionalism and customer service in all aspects of the role.
- Support continuous improvement by identifying straightforward ways to improve processes, reduce avoidable issues and make routine tasks easier for users and colleagues.
- Attend meetings and events related to the role, and the Digital and Content Team.
- Provide cover for leave (if required and where relevant to experience).
- Undertake such other duties as may reasonably be required, consistent with the level and purpose of the role.

## Person specification

| Person Specification                    | Essential                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Desirable                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|-----------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Knowledge / Qualifications / Experience | <ul style="list-style-type: none"> <li>• Experience of providing digital, web, content or technical support in a professional environment.</li> <li>• Experience of uploading and managing content in a website content management system (CMS)</li> <li>• Experience of creating and sending newsletters or other routine digital communications accurately and on time.</li> <li>• Experience of providing first-line support for routine IT, AV, webinar or online meeting queries.</li> <li>• Experience of organising information/digital assets, monitoring shared inboxes or supporting team processes in a structured and reliable way.</li> </ul> | <ul style="list-style-type: none"> <li>• Experience of working in a membership body, charity, professional body or similar organisation.</li> <li>• Experience of supporting webinars, online events or volunteer-facing digital activity.</li> <li>• Experience of using Microsoft Teams, Dynamics 365 CRM, WordPress, Umbraco, Kentico, GitHub, Google Analytics, or similar tools.</li> <li>• Basic understanding of accessibility requirements</li> <li>• Basic understanding of HTML and CSS</li> </ul> |
| Skills / Abilities                      | <ul style="list-style-type: none"> <li>• Excellent organisational skills and strong attention to detail.</li> <li>• Ability to manage routine tasks accurately, prioritise work and meet deadlines.</li> <li>• Good problem-solving skills and the confidence to deal with straightforward technical issues and know when to escalate.</li> <li>• Strong written and verbal communication skills, with the ability to explain things clearly and helpfully to different users.</li> <li>• Willingness to learn new systems and tools.</li> </ul>                                                                                                           | <ul style="list-style-type: none"> <li>• Ability to support a range of digital workstreams at the same time, including publishing, newsletters, support queries and online meetings.</li> <li>• Competent user of Microsoft 365, particularly Teams.</li> </ul>                                                                                                                                                                                                                                              |
| Personal Qualities                      | <ul style="list-style-type: none"> <li>• Reliable, well organised and consistent in approach.</li> <li>• Helpful, approachable and service-focused.</li> <li>• Keen to learn new skills</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                         | <ul style="list-style-type: none"> <li>• Interest in statistics, data science or the Society's wider work.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                        |

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|  | and develop confidence with digital systems and tools.<br>• Positive, collaborative and committed to high standards of support and accuracy. |  |
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## **Working for the RSS**

### **Pension and benefits**

Our defined contribution pension scheme can be joined after three months in post. Your contributions of up to 5% of salary will be double matched by the Society (making a maximum contribution by the Society of 10%). A training budget, season ticket loan, cycle to work scheme and employee assistance programme are also available.

### **Location**

The RSS office is in central London. We offer flexible working arrangements, and this is a hybrid role with a minimum two days a week working in the office. In-person attendance for key meetings, team activity and practical support needs will be required.

### **Working hours**

Full-time (35 hours per week). Flexibility will be required, including occasional support outside normal working hours, to help with webinars, online meetings or other digital activity.

### **Holidays**

25 days per annum, plus bank holidays and an additional shut down between Christmas and New Year (pro rata for part-time posts).

### **Probation**

This post is subject to a five-month probation period.

### **How to apply**

Please submit your CV to [jobs@rss.org.uk](mailto:jobs@rss.org.uk) with a supporting statement explaining why you should be considered for the role and how your skills and experience align with the responsibilities and person specification. Application deadline and interview details to be confirmed.