

JOB DESCRIPTION – Online Tools Support Officer

JOB SPECIFICATION

Job Title:	Online Tools Support Officer
Responsible to:	Head of Data & Tools
Salary:	£18,000 - £26,000
Tenure:	Permanent
Hours:	Full time 37.5 hours a week
Location:	Scottish Lib Dem HQ, Edinburgh

Purpose of job

To provide Connect and Nationbuilder (Digital Tools) support and training for volunteers and staff.

Key Responsibilities

1. Provide first line support to party activists using party database and campaign tools
2. Develop and deliver a training programme that promotes the best use of data and digital campaign tools
3. To help the Campaigns & Elections Team improve their skills in the use of data and digital campaign tools
4. To support the Data & Tools Team in their work keeping our tools running and associated support needs.
5. To ensure smooth administration and communication with local parties that use our tools and data. This also includes maintaining security and compliance.

PERSON SPECIFICATION

We are looking for a well organised person with a strong understanding of digital campaign tools and data.

Key to this job will be an ability to communicate effectively with Lib Dem activists in all parts of the country – helping them get the best from our database and digital tools. You will need excellent written and verbal communication skills, along with some patience.

You'll be someone who supports the values and goals of the Liberal Democrats. You will be a strong believer in the power of data and digital to deliver amazing campaigns. You will have some hands on experience of digital campaigning and using databases to deliver a message.

You'll be comfortable with technology and be a fast learner on all things digital with a passion for new ideas that help us develop our campaigns.

Finally, you'll be an organised person able to work without supervision and confident under pressure so that you can deal with increased workloads during election campaigns.

Essential Skills and Experience

1. Strong verbal and written communication skills
2. Organised and able manage challenging workload
3. Strong experience using Connect, Nationbuilder or Facebook campaigning.
4. Sympathy with the aims and values of the Liberal Democrats

Desirable Skills and Experience

5. Experience in providing support or training
6. Working with volunteers
7. Knowledge of Serif Pageplus or similar desk top publishing software

APPLICATION PROCEDURE

Please apply on our website by completing an application form.

Closing date: Midday, Wednesday 12th September 2018