Health and Social Care Alliance Scotland

### Job Description

Job title: ALISS Technical Officer

**Employer:** Health and Social Care Alliance Scotland (the ALLIANCE)

## Reporting to: Director of Digital

**Purpose of the role**

To support the efficient running of the ALISS programme by providing a range of tasks related to its technical operation. The post contributes to the successful delivery of the ALISS strategy.

The role will support the inclusive approach of the ALLIANCE, ensuring that access requirements are understood and met and that all those who have contact with the Programme are welcomed and feel valued.

**Tasks and responsibilities**

**ALISS website**

* Creating and updating static content on the ALISS website.
* Work with the Service Designer and Director of Digital to decide priorities for new developments on ALISS, review acceptance criteria, meeting with developers.
* Creating user stories for new functionality to be created by ALISS external developers.
* Testing new functionality before it is pushed to the live ALISS site.
* Collate analytics data from ALISS entries, visitors and account holder information for reporting purposes.
* Monitor data quality, search engine optimising and accessibility of ALISS via automated scanning tool and take action accordingly. Liaise with the external provider of the tool.
* Monitor the use of the automated accessibility tool on ALISS and liaise with the external provider of this facility.
* Monitor the guidance on ALISS and update when needed.
* Monitor the use of any other access points for ALISS data, instigated by the Programme, liaising with any external providers, where appropriate. Logging reported issues with the ALISS external developers
* Liaison with ALISS team members re reported issues

## ALISS entries

Maintaining, checking, approving and updating entries on the ALISS website, including:

* Organisations and services added and edited
* Media uploads
* Suggested improvements

**ALISS users**

* Monitoring and responding to queries from users and data issues on ALISS, dealing with them or escalating where required
* Uploading data to ALISS where required
* General administration via the ALISS admin interface
* Train account holders on the ALISS system and how to add to ALISS.

**Other**

* Administration of any ALISS SharePoint sites and/or MS Teams channels.
* Liaising and supporting any volunteers associated with the ALISS programme.
* Raising purchase orders as required
* Any other tasks required by the organisation

**Data protection**

In line with national legislation, and organisational policy, you will ensure that all data is processed in a fair, lawful and transparent way, for the specific registered purpose and will not allow data to be disclosed in any way incompatible with such purpose or to any unauthorised persons or organisations. This will include ensuring that DPIAs and privacy statements are produced and authorised in advance, with fair notice and in line with policy.

### PERSON SPECIFICATION

**Essential**

* Experience of a public facing role relating to service provision
* Excellent oral and written communication skills with confidence in liaising with stakeholders at all levels
* Ability to work as part of a team and to own initiative, prioritising own workload
* Up-to-date, advanced IT skills in the Microsoft Office 365, including Word, Outlook, PowerPoint, Excel
* Ability and willingness to learn new skills
* Experience of using content management systems to update websites
* Knowledge of issues related to data protection, quality and management

**Desirable**

* Experience of working on a digital programme of work
* Knowledge of the health and social care system in Scotland
* Experience of working in the voluntary sector and within multi-sector and multidisciplinary teams