

Long Distance Walkers Association

Job Description:

National IT and Internet Officer

Reports to:

LDWA Chair

Member of:

National Executive Committee (NEC)

Start Date:

15 March 2020 (At the AGM)

Normal tenure:

4 years

Purpose of the role:

General:

- To ensure the effective operation of the LDWA's IT and Web infrastructure, ensuring that costs are controlled and services meet Members' and the wider public's needs

Specific:

- To keep the current infrastructure running stably at minimum cost, while planning for a major rebuild of the entire LDWA online presence in 2-5 years' time

Budget:

£10k-£30k p.a. inc VAT

Likely time requirement:

10 hrs/week

Remuneration:

Voluntary. Reasonable travel expenses are reimbursed and a modest home computer usage allowance is claimable

Key interfaces:

- IT Services are provided to LDWA by a third party supplier, Mobius Media, based in Hessle, near Hull. They were appointed in October 2017 after a tender process that took about 9 months. The IT Officer must work closely with the supplier to scope out work, maintain costs and deal with technical issues
- A number of volunteer Members provide support on an as needed basis to the IT Officer

Key tasks:

Mission-critical:

- Developing a strategy for the future development of the LDWA IT infrastructure. This is a major project, costing £200-£300k, which will start in 2-5 years' time. It will completely reassess from bottom-up the LDWA's IT needs; specify content and functionality to deliver them; then build, test and deliver the new system. The project may need bought in external expertise and will take at least a year to finish
- The 2020-2024 IT Officer might not actually start this project during the duration of his or her tenure, but should lay out all the foundations for it

LDWA strategic:

- Acting as a member of the LDWA National Executive Committee, contributing advice and guidance in areas of expertise, and taking collective responsibility for the direction and leadership of the Association
- Reporting on IT progress to the AGM and to quarterly LDWA NEC meetings
- Estimating, requesting and managing an appropriate annual budget for day to day operations

Operational:

- Specifying any new functionality which NEC deems mission-critical, then monitoring projects and testing prototypes as the IT supplier builds the new functions
- Managing the upgrade of current functions, as requested by NEC members or as advised by the IT supplier in order to deal with obsolete software or to remedy security defects
- Dealing with crises – e.g. spam problems or issues with the membership system
- Using the admin (content management) system to create or modify pages or menus on the website
- Resetting admin passwords for the NEC, dealing with queries from the Local Groups
- Writing user guides for new functionality, and other reports as requested by the NEC or the Membership
- Testing new functionality
- Liaising with the other LDWA teams (notably Long-Distance Paths) and helping ensure that LDWA online services meet their genuine needs

Essential skills, experience and personal attributes:

- Natural enthusiasm for the sport of Long Distance walking
- Strong interpersonal skills, with the ability to defuse difficult situations when bugs arise and the tenacity to maintain effective relations with the IT supplier
- Diligent work ethic, with the flexibility to access and work on IT issues if necessary, at short notice, from office, home and remote locations
- Proven delivery expertise, with a results focused approach to problem solving
- Advanced communication ability, both written and oral, in order to help Members to understand and engage with the case for a major systems upgrade, and to translate complex IT issues into terms which are understandable by the NEC and wider Membership
- Refined motivational strengths, with the ability to inspire people to share in the LDWA's IT vision and to persuade others to contribute to the resolution of LDWA IT issues, often under stressful conditions, against tight deadlines, and with little financial reward
- Sound understanding of Information Technology across all platforms, including mobile, desktop and app-based
- Practical experience in website management, ideally with some knowledge of simple HTML coding