



Job Description

This job description has been designed to indicate the general nature and level of work required of the post to indicate the level of responsibility. It is not a comprehensive or exhaustive list, and the line manager may vary duties from time to time which do not change the general character of the job, or the level of responsibility entailed.

Post Details	
Job Title	Community Directory Assistant
Job Reference	<Insert post number>
Service	Customer and Change
Team	Communications, Engagement and Marketing
Location	Shute End
Reports to	User Experience Content Design Specialist
Responsible for	N/A
Grade	G6
Contract Type	FTC (six months)
Hours	Full time

Main Accountabilities	
1.	Improve the council's community directory databases through data cleansing and updating content
2.	Contact external stakeholders, customers, and partner agencies via email and telephone to update the content of directory and get insight into how they access and use the directory
3.	Monitor directory content using a variety of tools to ensure it meets our best practice guidelines and legislative obligations
4.	Champion and support staff in other teams to take an active role in updating content of directory and providing support
5.	Provide administrative support for the team
6.	Carry out data analysis and create reports using tools such as google analytics and Clarity
7.	Answer enquiries from external stakeholders, customers, and partner agencies
8.	Managing directory mailbox





Person Specification	Essential	Desirable
Education/Qualifications	Five GCSEs including maths and English	Digital experience professional qualification
Experience	Editing and proofreading skills	Stakeholder management
	Experience of databases	Experience of Sharepoint
Skills/Knowledge	Understanding web accessibility	Analytical skills including the collection and analysis of data, problem-solving, and decision making
	Strong communication skills	
	Practical understanding of Microsoft 365	
	Presenting information clearly and in plain English	
Behaviours/Attributes	Ability to build partnerships with internal and external stakeholders	

Purpose Details	
Service Purpose	<p>To drive, lead and manage digital improvement to increase the efficiency and improved outcomes for Wokingham, ensuring involvement and engagement with key stakeholders.</p> <p>Responsible for the successful implementation of digital initiatives and within the organisation, ensuring benefits are realised and delivered within the timescales agreed.</p> <p>To build effective relationships with Directors and their leadership teams, embedding the new behaviours and culture of continuous digital improvement, to ensure successful digital outcomes for the future.</p>
Role Purpose	<p>The primary purpose of this role is to ensure the accuracy and relevance of content within an online community directory. This involves cleansing outdated or incorrect data, proactively contacting stakeholders to verify and gather updated information, and maintaining the directory by regularly updating content to reflect current and accurate details.</p>

Supervision and Relationships	
Supervision Received	<p>The primary purpose of this role is to ensure the accuracy and relevance of content within an online community directory. This involves cleansing outdated or incorrect data, proactively contacting stakeholders to verify and gather updated information, and maintaining the directory by regularly updating content to reflect current and accurate details.</p>





Supervision Given	None
Contacts	Internal: Digital experience team Wider CEM team Children's Service local offer teams External: Community groups and service providers for children, young people and families

Resources/Budget Management

N/A

Special Requirements

N/A

Occupational Health Risk Assessment	Details
Skin/Respiratory Sensitisers	N
Working at Height	N
Exposure to Noise (>80-85dB)	N
Confined Spaces	N
Frequent Display Screen Equipment Use	Y
Driving for Work	N
Hand Arm Vibration	N
Lone Working	Y
Healthcare/Social Contact with Patients	N
Blood Borne Viruses Exposure	N
Food Handling	N
Working with Animals	N
Specialised Medical Screening	N
Night Working	N
Safety Critical Work	N





WOKINGHAM
BOROUGH COUNCIL

Nature of the Role	Details
Healthcare or Hospital Work	N
Working with Children (under 18)	N
Working with Elderly/Disabled Adults	N
Work Environment Details	Office or flexible working

Role Involvement	Details
Working with Children	N
Working with Vulnerable Adults	N
Both of the Above	N
Providing Care/Supervision for Children	N
Providing Care/Supervision for Vulnerable Adults	N
Both of the Above	N
None of the Above	Y

Disclosure and Barring Service (DBS)	Details
DBS Requirement	N
Eligibility Tool	Find out which DBS check is right for your employee - GOV.UK (Find out which DBS check is right for your employee - GOV.UK)

Re-checks
N/A

Evaluation Declaration	
Date of Evaluation:	24/09/2025
Evaluated by:	Jamie Pink - AHRBP

