

Job Description

Threshold is a local regional charity committed to enabling individuals with disability or recovering from mental illness to live full, independent lives in the community. We are seeking a Digital professional to deliver Digital support to colleagues across our growing health and social care services.

Job Title:	Digital Communications Officer
Reports To:	Digital Communications Manager
Salary:	£28,000-32,000
Location:	Belfast – However, there may be some travel required within Northern Ireland to fulfil the duties associated with the post. Option to work Monday and Friday at home, office based Tuesday-Thursday
Hours of Work:	37.5 hours per working week and early finish Friday
Additional Benefits to Support Employees:	<ul style="list-style-type: none"> • Westfield Health (Level 2): Private Health Care provided by Threshold which gives permanent and fixed term employees access to 24/7 GP services, medical diagnostics, medical treatment and physiotherapy. Please note that an employee can add a family member or friend for an additional cost. • Annual Leave Entitlement: You will have 33-38 days of annual leave per year inclusive of bank holidays. • Generous Enhanced Occupational Sick Pay: Applicable to eligible staff after probation period. • 6% employer contribution to pension • Free parking
Purpose:	Deliver effective Digital support in a busy office environment across a broad range of core Digital and IT support. This role will help maintain and develop the digital platforms of the organisation for both internal and external stakeholders. The role will work alongside the Digital Communications Managers to develop our growing digital strategy and support our staff in the digital journey.

Main Responsibilities of Digital Officer

<p>Duties and Responsibilities</p>	<p>Communications Support</p> <ul style="list-style-type: none">• Assist with creating, editing, and publishing digital content across website and internal platforms• Making best use of appropriate technology and good communication practices to devise innovative, effective solutions.• Assisting, under the oversight of the Digital Communications Manager, on specific areas of operational communications.• Assist with planning, creating, scheduling, and monitoring social media content across multiple channels• Help produce campaign content to promote services, events, and organisational priorities <p>Administration Support</p> <ul style="list-style-type: none">• Assist with improving how information is organised and accessed across the organisation• Help maintain digital tools that support operational needs, such as forms, apps, trackers, and booking systems• Help maintain the organisations sharepoint platform• Use Excel and other M365 tools to support day-to-day administrative and digital processes• Help maintain accurate records and support compliance with GDPR and data handling procedures• Liaise with colleagues across services to gather content and updates• Help maintain image libraries, templates, brand assets, and other shared digital resources• Use data to provide key metrics to inform management decision making and associated project work. <p>Support</p> <ul style="list-style-type: none">• Provide clear and approachable day-to-day support to staff using digital systems and resources• Support good practice in document management, digital content, and information handling
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	<ul style="list-style-type: none"> • Support the distribution of internal announcements, staff updates, and digital resources across the organisation
<p>General</p>	<ul style="list-style-type: none"> • Actively promote the organisational mission, values, aim and objectives, ensuring all Policies and Procedures, to include the Code of Conduct and Practice are adhered to at all times. • Be a culture champion for Threshold • Adhere and comply with all Threshold’s Health and Safety Policies and Procedures. • Report and record any matters, for example defects and / or accidents in relation to any issues in respect of Health & Safety immediately, for the attention of the designated person. • Contribute to the overall physical cleanliness and general condition of the facilities of the premises. • Act as a Deputy Fire Warden and / or First Aid Person if designated. • Actively Promote a working environment where equality of opportunity, anti-discriminatory practice, individual rights and choice are promoted in accordance with Threshold’s established Principles, Policies and Procedures. • The above summary of the main roles and responsibilities is not intended to be exhaustive. This role may develop in accordance with the Threshold’s Strategic Plan. However, you will from time to time be required to undertake other duties that are appropriate to your role and nature of your post

Equal Opportunities Statement

Threshold is an equal opportunity employer committed to fostering a diverse and inclusive workplace. We prohibit discrimination and harassment of any kind based on any of the protected characteristics. Our hiring decisions are based solely on qualifications, merit, and business needs. We encourage all qualified candidates to apply and join us in creating a welcoming environment for everyone.

Person Specification

Applicants must provide evidence by the specified closing date for application submission as to how they meet the following **essential and desirable criteria**:

Selection Criteria			Evaluation Method	
			Application	Interview
Education and Professional Qualifications	Essential	GCSE Mathematics and English at Grade A – C or equivalent and A minimum of 2 years of experience in a Digital role at Assistant/Officer level in a busy environment	x	x
	Desirable	Evidence of continuous professional development in digital tools, Microsoft 365, social media, data protection, accessibility, or digital communications.	x	
Knowledge and Experience	Essential	<p>Demonstratable experience working in a Digital role, to include the following:</p> <ul style="list-style-type: none"> • Sharepoint • External digital platforms including social media/website • Advanced excel <p>Demonstrable knowledge of GDPR and data handling procedures</p> <p>Ability to work effectively in a fast-paced, changing environment</p>		x

	Desirable	Knowledge of digital accessibility, inclusive communications, plain Easy Read, or creating content for diverse audiences.	x	
Competencies	Essential	Ability to demonstrate alignment with Threshold's core values (EPIIC): -Communication and interpersonal skills (Empathy) -Motivation and drive for excellence (Passion) -Innovation and Creativity -Integrity and Honesty -Collaboration and Team work		x

Guidance

Threshold will undertake a shortlisting exercise based solely upon the written information contained within your application form, to satisfactorily demonstrate how and to what extent you meet the above specified criteria. The shortlisting exercise will be based upon the identified criteria from the personnel specification.

The shortlisting panel will **not** make assumptions as to your circumstances, qualifications and experience.

Threshold reserves the right to supplement these shortlisting criteria using additional essential and / or desirable criteria from the personnel specification at subsequent stages of the shortlisting process.

Canvassing

Please note that any form of canvassing, either oral or written, directly or indirectly, in connection with this appointment shall disqualify a candidate from the recruitment and selection process.

Supplementary Information

1. Please note that this is a regulated post and will be subject to a satisfactory Basic / Enhanced Access NI Check.

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