The Institution of Engineering and Technology

On-line Community Administrator

Primary focus:

The role of the Online Community Administrator is to develop an online strategy for the community that maintains the community's online presence via a variety of channels. It is not necessary for the Administrator to do all the work, in fact it will be more effective if every member of the leadership team contributes to the online presence, but helpful if one individual can lead and coordinate the activity.

Main duties and responsibilities:

- Maintain the community web pages in Engineering Communities to ensure core information is current and accurate
- Monitor and maintain community social networking channels, eg: Twitter, Facebook, LinkedIn
- Ensure the Engineering Communities area is populated with a full range of varied information relating to the activities and interests of the community
- Ensure that all leadership team members play an active role in contributing to the community online presence eg: by instigating or contributing to discussions, by re-Tweeting key messages
- Ensure IET web and Engineering Communities standards and guidelines are adhered to all times
- Liaise regularly with the Local Network Managers or Community Managers for advice, guidance and support
- Create event calendar entries using the IETs event entry form system
- Ensure that the IET online events calendar is populated with all activities organised by your community leadership team, the Activity Organiser can provide support with this
- Adhere to the IET's data protection policy for volunteers.

Appointment method:

Nomination to the post by the leadership team members.

Period of appointment:

At the discretion of the leadership team, but preferably no longer than three years.

Training:

- Training in IET web content management systems / social networking platforms as required
- Guidance from your Local Network Manager or Community Manager
- Guidance from the Digital Services Team

Point of Contact:

The regular contact for this role will either be the Local Network Manager or Community Manager (if your community has one) – if in doubt, contact: communities-support@theiet.org

Communications:

When undertaking this role you can expect to receive:

- Regular contact from the staff team
- Regular contact from your governance group (CC or CRC)
- Ad-hoc queries from individuals keen to know more about your community
- Volunteer Update newsletter

Resources:

The following resources are available to support this role:

- Engineering Communities
- Online marketing toolkit
- Events toolkit
- Community operating guidelines
- Governance structure (CRC / CC)
- Volunteering Handbook
- Volunteer Hub web area

Policies and procedures:

Upon engagement you will be provided with access to our e-learning portal to undertake the following activities:

- Online sign-up to Policies and Code of Conduct:

  o Anti-bribery and Corruption Policy
  o Anti-slavery Policy
  o Code of Conduct for Volunteers
  o Data Protection Policy
  o Equality, Diversity and Inclusion Policy
  o Harassment and Bullying Policy
  o Safeguarding Children and Adults at Risk Policy

Other Policies and Guidance to support you in your role:

- Business Cards and Email Address Policy
- Confidentiality of IET Documents
- Conflicts of Interest Policy
- Expenses Policy
- Gifts and Hospitality Policy
- IT Acceptable Use Policy
- Photography and Filming policy
- Plagiarism Policy
- Social Media Policy
- Travel Insurance Guidelines
- Whistleblowing Policy (Fundraising)
- Working Together Guidelines

Please refer to the Volunteer Hub for further guidance on policies and procedures.

Person specification:

- Member of the IET
- Computer literate with access to broadband enabled equipment and connections
- If serving a local network, preferably permanently resident within the appropriate geographic area
- If serving a technical network, preferably with current / recent professional experience in the area of specialism.

Date Updated: May 2020