

## POSITION DESCRIPTION

<b>JOB TITLE:</b>	<b>Website Support</b>
<b>REPORTS TO:</b>	Manager Distribution & e-Commerce
<b>DIRECT REPORTS:</b>	2
<b>LOCATION:</b>	Port Vila, Vanuatu

### ROLE OBJECTIVE

The role will be responsible for managing the company's website channel and driving the strategy and day-to-day execution of activities for the online channel. The role requires collaboration with different teams within the organisation as well as with external suppliers, to achieve set objectives and targets. A self-starter who will take ownership to drive efficiency and grow the on-line channel in a dynamic and fast pace environment.

### KEY RESPONSIBILITIES

Accountability	Major Activities	Key Performance Indicator
Content Management	<ul style="list-style-type: none"> <li>• Be the primary contact for all updates made on the website so content is kept relevant and up to date.</li> <li>• Create new landing pages if &amp; when required.</li> <li>• Manage and maintain the call to action units on the website.</li> <li>• Develop, implement, and maintain e-commerce applications in collaboration with the organization's sales, pricing, marketing teams.</li> <li>• Collaborate with marketing team on visual and textual website contents.</li> <li>• Work with various internal stakeholders to address issues when required</li> <li>• Ensure website quality and efficiency by conducting regular testing.</li> <li>• Ensure website meets and complies with security requirements.</li> <li>• Serve as primary point of contact for SEO technical site enhancements.</li> <li>• Respond to and troubleshoot all website issues.</li> <li>• Track, review and implement UX enhancements based on customer feedback and best practices.</li> </ul>	<ul style="list-style-type: none"> <li>•</li> </ul>
Reporting & Performance Tracking	<ul style="list-style-type: none"> <li>• Collect and analyse web analytics and similar data; identify opportunities for improvement, time on site, web traffic, and other relevant metrics.</li> </ul>	<ul style="list-style-type: none"> <li>•</li> </ul>

	<ul style="list-style-type: none"> <li>• Monitor competitor websites for benchmarking purposes.</li> <li>• Collaborate with suppliers to conduct deep dive audits on website performances.</li> </ul>	
Strategy	<ul style="list-style-type: none"> <li>• Own and drive the website strategies to support traffic growth.</li> <li>• Evaluate enhancements to help support the strategic objectives set out.</li> <li>• Research and present business case to support any new website development.</li> <li>• Identify potential suppliers who can support the company's e-commerce strategy.</li> </ul>	•
Budget & Cost Control	<ul style="list-style-type: none"> <li>• Set and monitor budget limits and review all website associated costs.</li> <li>• Reconcile and track website costs versus agreed budget.</li> <li>• Contribute to the yearly budget process.</li> <li>• Own and drive all development costs.</li> </ul>	•
Agency & Supplier Relationship	<ul style="list-style-type: none"> <li>• Identify and evaluate new digital technologies for growth.</li> <li>• Manage agencies and other vendor partners.</li> <li>• Work with 3rd party suppliers to address any system related issues, new enhancements and upgrades.</li> </ul>	•
Compliance & Security	<ul style="list-style-type: none"> <li>• Ensures compliance with company policies, procedures, and ethical standards; software licenses; and applicable state and federal laws and regulations including data security, privacy, and intellectual property laws.</li> </ul>	•
Self-Development	<ul style="list-style-type: none"> <li>• Keep up to date with current, and emerging industry best practises in web design, web development, web technology, and UX.</li> </ul>	•
Other Duties	<ul style="list-style-type: none"> <li>• Performs other related duties as assigned.</li> <li>• Able to conduct workshops and training for staff when required.</li> </ul>	•

## Requirements

- A recognised tertiary qualification in Computer Science, Digital media, Web design, and/or computer programming.
- Two or more years work experience in a similar role.
- Working knowledge of website management, analytics, design, and SEO best practices and standards.
- Ability to quickly learn web content management systems, applications, and tools used by the organisation.
- Working knowledge of HTML/CSS; working knowledge of XML, SQL, JavaScript, and other programming languages.
- Excellent verbal and written communication skills.
- Proficient with Microsoft Office Suite.
- Strong analytical, troubleshooting, and problem-solving skills.
- Able to work in a team and to work independently with little supervision.
- Able to work across multiple business units and various stakeholders in a professional manner.
- Attention to detail to ensure work is completed error free.

## ADDITIONAL REQUIREMENTS

The position requires being based in Vanuatu and travel maybe required to attend meetings, conferences, training courses and other work related activities.

Working hours to be flexible to meet operational requirements including weekends and public holidays.

These statements are intended to describe the general nature and level of work involved for this job. It is not an exhaustive list of all responsibilities, duties and skills required of this job.