Website manager

Kia ora, nau mai haere ma and welcome to Health Navigator NZ

Want to join an amazing organisation that's having a positive impact on people's lives?

Health Navigator NZ is looking to expand its talented website team with an exceptional website manager in a 15-20 hours per week contract role.

You can work remotely from any location – or catch up with colleagues more often if you live in Auckland, as most of us are based in Tāmaki Makaurau.

Come and join our friendly team of contractors to provide the very best information possible for New Zealanders so they can better look after their own and their whānau's health.

About us | Ko wai hoki

Health Navigator NZ is Aotearoa's largest national health information site for consumers. It is widely used and trusted, with more than a million page views per month.

Health Navigator NZ provides information on health conditions, medicines and healthy living, supported by videos, brochures and other resources, some in multiple languages. We also manage the New Zealand health app library, funded by the Ministry of Health.

Health Navigator NZ is overseen by the Health Navigator Charitable Trust board and an advisory group that includes a mix of funders and providers from primary care, secondary services, universities, non-governmental organisations and health consumers. Our content is clinically reviewed by subject matter experts.

Our friendly, hardworking team stays in good contact through face to face where possible, Zoom and Teams, and we use shared tools and an intranet for our workflow processes. We have regular meetings that you would be expected to attend, both online and in person in Auckland.

Our values | Ō tātou uara

- Connectedness | Whanaungatanga kotahitanga
- Equity | Tikanga
- Self-determination | Mana, rangatiratanga
- Empathy and compassion | Manaakitanga
- Self-management | Kaitiakitanga

About the role | Atu mo te mahi

This is a 15–20 hour a week role as the website manager initially for 6 months. It is for a self-employed independent contractor.

The role includes the following duties:

- Responsibility for all non-content related management of the website.
- Manage the relationship, and directly work, with the website development company, in liaison with in-house team members.
- Identify CMS enhancements and fixes, and track progress and test these.
- Liaise with the in-house IT team member on this and any other relevant work, eg, ideas to improve content display, such as air tables, how videos are hosted, use of icons, use of direct dial functionality, etc.
- Other IT management work as required, such as IT access, security checks.
- Manage and/or carry out website improvement projects that are not content based, eg, SEO improvements, accessibility improvements, image library improvements, home page project.
- Monitoring and reporting, including using Google Analytics, HotJar, Screaming Frog and other relevant tools.
- Liaise with website admin to carry out tasks to implement any changes as appropriate and improve standardisation across site.
- Prepare the website for a rebuild (due in 6–12 months).
- Liaise with the website editor over workflow requirements and allocation of tasks.
- Liaise with the National Health Content Hub project manager to plan for our website content being pulled through an API, for example.
- Prepare and carry out consumer consultation on website content/UX with the Health Consumer Advisory Service, Woven.
- Attend weekly management team meetings and report on issues and progress.
- Attend weekly WIP check-in.
- Attend monthly online and in-person team meetings.

Your experience

- Personal and professional life experiences that lead to an understanding of website UX and information architecture (IA).
- Personal and professional life experiences that lead to an understanding of content and image issues that resonate with Māori whānau.
- Solid experience working in a CMS.
- Experience working independently/remotely.
- Experience working effectively in a team and with stakeholders.
- Experience of working in an environment that uses digital terms and concepts.
- Understanding of sound information management principles.

Key competencies

Te ao Māori skills – sound knowledge of te ao Māori, tikanga Māori and at least beginner comprehension of te reo Māori, and an understanding of Te Tiriti o Waitangi and its implications for the health sector. Or a willingness to learn these skills.

Digital skills – able to work in a CMS and understand and utilise SEO and accessibility techniques.

Organisational skills – excellent time management, planning, organising and coordinating skills, with an ability to work independently within agreed boundaries.

Relationship skills – excellent ability to work in a collaborative and constructive manner and maintain positive collegial relationships with all members of the team.

Personal skills – ability to self-motivate, self-manage and self-reflect.

About you | Pehea koe

- Highly motivated with strong personal integrity.
- Live and breathes in the digital world; it is second nature to you.
- Strong results orientation, able to deliver on time and in line with quality management standards.
- Willing to take responsibility for your own actions and decisions.
- Displays respect and consideration for others.
- Displays initiative and knows when to work autonomously and when to ask for assistance.
- Excellent organisational and time management skills.
- Excellent interpersonal skills and ability to build relationships.

- A life-long learner, willing to learn from others and accept constructive feedback and reflect on own actions.
- A strong service mentality.
- Calm, patient, flexible and responsive in a sometimes pressured and changing environment.

Key working relationships

- Health Navigator NZ chief executive officer.
- Health Navigator NZ editorial manager.
- Health Navigator NZ operations, comms, admin, IT and support team members.

Key accountabilities

Accountability	Measurement
Te Tiriti o Waitangi and cultural safety	• Commits to recognising and acting on the articles of Te Tiriti o Waitangi. • Contributes to the improvement of Māori wellbeing. • Promotes cultural safety, health equity and health literacy. • Progresses personal achievement in te reo, tikanga, etc
Performance	• Work is high quality and deadlines are met. • Effective and happy relationships with all team members and key stakeholders.
Risk and issue management	Risks are proactively identified, managed and reported to Health Navigator NZ management. This includes, but is not limited to: • issues and complaints from website visitors, developers, providers or other key stakeholders are responded to in a timely manner • timely communication to senior management regarding any risk and/or issues that may impact on the delivery of assigned tasks.
Quality and continuous improvement	• Work of the leadership team is supported to ensure on-going service and programme quality for health consumers, stakeholders, funders, etc.

	• Leadership team is supported to continually improve the quality, outputs and value of digital content. • Continuing skills development achieved. • Appropriate professional and collegial support is sought.
Active participation and accountability	• Functions as a proactive member of the team, drawing on own expertise to provide input where it's needed. • Acts according to the Health Navigator Charitable Trust code of conduct and abides by service policy and procedures, legislation and principles of any affiliated governing professional body.
Changing and evolving role	• Willing and flexible to evolve as the priorities and needs of the organisation changes.

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