

Junior Content Editor

Basic information

Band: F

Job family: Marketing

Terms: Permanent

Location: Cheltenham

Reports to: Editorial Manager

Team: Marketing

Business unit: Customer Experience & Marketing



Role purpose:

The Junior Content Editor is responsible for supporting the Editorial Team in routine proofreading, editing, writing, and publishing content on ucas.com and UCAS' other services, across all our audiences and channels.

Key duties and responsibilities:

- To support the delivery of an easy to use, enjoyable, and fulfilling online experience for all users on ucas.com.
- Create and edit content, working with internal stakeholders to coordinate sign-off and delivery of material for UCAS communication email bulletins, newsletters, and social media for specific audiences.
- Provide editorial and proofreading support for UCAS materials as needed.
- Use the Drupal CMS system to publish content, ensuring it is kept up-to-date, engaging, in an appropriate tone of voice for its target audience, and accurately reflects current products, services, and relevant news and information to the best possible advantage (measured by customer satisfaction and feedback).
- Work with the Digital Media Manager, marketing channel managers, and audience experience teams, to maintain ongoing content strategies for the UCAS website, and to support customer satisfaction score KPIs.

Accountabilities:

Financial authorities

- None.

Non-financial authorities

- Authority to liaise with key internal and external stakeholders to gather content requirements and receive feedback.
- Authority to edit, amend, and add content to the UCAS website.

Primary customers/stakeholders

- **Internal:** UCAS staff across all business areas.
- **External:** Pre-applicants, applicants, parents, advisers, schools, higher education providers, members, media organisations, and other external corporate stakeholders, such as Government and its agencies.

Person specification:

- Excellent writing, editing, and proofreading skills are essential, with the ability to present complex information in a concise style for multiple audiences.
- High attention to detail.
- Experience of writing for websites and social media an advantage.
- Excellent organisational skills.
- Working knowledge of Microsoft Office applications and HTML an advantage.
- Ability to work on own initiative.
- Strong team player.
- 'Can-do' attitude.

This role profile sets out the scope and main duties of the post at the date when it was drawn up. Such details may vary from time to time without changing the general character of the post or the level of responsibility entailed. Such variations are a common occurrence and cannot of themselves justify a reconsideration of the level of the post. All UCAS employees are expected to be flexible in undertaking the duties and responsibilities attached to their role and may be asked to perform other duties, which reasonably correspond to the general character of their role and their level of responsibility.

Our values in action

Customer – We always look through the customer lens. The logic of the customer is the logic of UCAS.

Commitment – When we commit, we deliver on time, quality, and budget, or we negotiate changed commitments for good reason. We never leave commitments uncovered.

Team – We work collaboratively. When we commit, we commit as an individual and as a team. We strive for and support team success as well as individual success.

Outcomes – We plan and do things to achieve outcomes. We define them, aspire to them, and deliver them.

Agility – We know we need to be agile when we look through the customer lens, when we make commitments, when we work in teams, and strive for the right outcomes.

Extraordinary – We are ambitious for our customers, for UCAS, and for our teams. We want more than ordinary outcomes – we strive to achieve extraordinary outcomes, extraordinary customer focus, and an extraordinary culture of high performance and quality of focus.