

JOB DESCRIPTION

Job Title:	OI Intranet Manager	Location:	Oxfam International Secretariat, Oxford
Department:	Brand & Communications	Grade:	
Reports to:	OI Head of Digital Communications, Oxford	Manages:	Intranet Assistant, Extranet Training and Communications Officer
Created/Reviewed by:		Date:	

Job Purpose

To oversee the management and development of Oxfam International's new global knowledge base 'SUMUS', ensuring the continuation of a high quality, reliable and user friendly internal communications and collaboration platform for secretariat and affiliate staff, project teams and working groups. To promote the use of 'SUMUS' to Secretariat and affiliate users and review information flows across 'SUMUS' to support future development of internal communications tools. Develop and manage appropriate business tools to facilitate the work of the Secretariat and Confederation.

Key Responsibilities

- Work closely with the Head of Digital Communications and senior managers to ensure that the development of 'SUMUS' fulfils user requirements and organisational goals.
- Work closely with the Website Technical Developer to oversee the development of 'SUMUS' to meet the changing needs of the organisation.
- Act in an advisory role for Oxfam web based internal communications projects and business tools.
- Line-manage the Extranet Training and Communications Officer and Intranet Assistant.
- Develop and maintain appropriate 'SUMUS' technical support contracts.
- Liaise with affiliate Intranet Officers and external intranet contacts as appropriate, to keep abreast of internal and external developments of intranet provision, best practice, global trends and up-to-the-minute business processes.
- Oversee regular monitoring and evaluation of 'SUMUS'; including carrying out regular user surveys.
- Support users (content managers, other users) to develop and manage collaborative work spaces on SUMUS and build online communities. Work proactively with content managers to promote consistent practice for information management, and to facilitate networking and information exchange and skill-sharing.
- Act as steward for 'SUMUS': advising the Head of Digital Communications and OI Management Team of development opportunities or risks and of escalation of issues arising in the management of the 'SUMUS', should they arise.
- Oversee continued field testing of SUMUS.
- Manage the Intranet budget.

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- Participate in Intranet team meetings, wider OI Communications team meetings and full Secretariat activities such as the annual meeting.
- Occasional unsocial hours maybe required.

Key Working Relationships

Intranet Training and Communications Officer, Intranet Assistant, Intranet Interns, Head of Digital Communications, Website Technical Developer, Web Team, External Systems Administrator, Communications Administrator and Executive Assistant and Governance Co-ordinator.

Key Competencies

- 3 years proven experience of managing a large organisational intranet; experience of working within a global context an advantage.
- Effective negotiation abilities and informal leadership skills.
- Proven experience at building and managing an effective team.
- Proven project management experience.
- Good understanding of the dynamics of internal communications within a multi-disciplinary global organisation.
- Diplomatic and collaborative approach to team working.
- Ability to work with a remote team.
- Delegation skills.
- Effective communications skills in speech and writing.
- Computer literacy and capacity to learn new applications is essential; understanding of Drupal is desirable.
- Experience of budget management.