



## JOB DESCRIPTION

<b>Job Title:</b>	Digital Producer
<b>Managed By:</b>	Chief Executive
<b>Responsible For:</b>	Project managing Happy City's digital development work, and ensuring our digital platforms and tools are developed and maintained in line with our purpose and reputation for excellence.
<b>Hours:</b>	0.5 FTE (flexible hours)
<b>Salary Range:</b>	£28,000 - £35,000 FTE <i>(depending on experience)</i>

### **About us:**

Happy City is working to change the compass from pointing towards consumption and growth toward wellbeing for people, place and planet. We bring this vision to life through extensively-researched and evidence-based strategic consulting, measurement tools and training. We work with teams, management and leadership in organisations and local authorities to provide practical pathways to measure, understand and improve wellbeing.

### **About our measurement tools:**

We've developed two industry-leading wellbeing measurement tools which we are constantly developing and improving. Our Thriving Places Index measures how well local authority areas are doing at creating the conditions for people to thrive. The Thriving Places Index has published scores for the local authorities across England and Wales and the latest version will be released this Spring.

The Happiness Pulse online wellbeing measurement tool creates a detailed picture of how people feel and function in their lives, work and communities. We have just launched a new version of the tool, offering teams and projects the ability to benchmark and track performance, and measure the social impact of their activities.

### **Job Summary:**

Happy City has made significant investments in digital products and has recently introduced a 'freemium' SaaS model aimed at increasing access to and usage of these. We are looking to further increase our digital capacity to continue to develop our digital products, maintain them properly and deliver bespoke services to clients.

To support this we are seeking an experienced Digital Producer, to support the R&D, upkeep, management and overall strategy of all our digital tools. We are a small not-for-profit with a big vision and large ambitions. In many ways, despite nearing our 10th anniversary, we are like a start-up social enterprise when it comes to digital product delivery. At this exciting juncture we need a highly adaptable and capable digital lead to help us make the right decisions at the right time, and invest our time and resources well to deliver our goals.

So this role needs to combine classic digital production skills of liaising, digital project managing and 'translating' between our team, our clients and our tech contractors, but also be able turn their hand to managing, supporting and deliver some of our more basic digital needs. This person will play a central role in enhancing Happy City's growing reputation for reliable, accessible and practical digital products for a wellbeing economy.

Key skills will include:

- Excellent digital production skills and processes
- Excellent knowledge of web development processes
- Excellent understanding of SaaS based approaches and business models
- Good working knowledge of basic UX and accessibility best practice
- Web management skills - security checks, updates etc
- And ideally some basic web development and maintenance skills

## **Key Responsibilities**

### **Product R&D:**

Happy City has two Ruby-on-Rails web applications [thrivingplacesindex.org](http://thrivingplacesindex.org) and [app.happinesspulse.org](http://app.happinesspulse.org) with the potential for further development in the future.

For these sites this role would lead on:

- Expanding our pool of technical suppliers including:
  - Writing suppliers specifications
  - Supporting outreach for suppliers
  - Assessing suppliers' responses
  - Setting up suitable project infrastructure
  - Bringing new suppliers onboard
- Digital production and project management for all R&D projects for new or existing products in an agile and iterative way, keeping costs down and quality up, and ensuring Happy City vision and content is translated into digital product design.
- Digital production and project management for all web application updates and improvement programmes and being the main point of contact for contractors and clients for all matters relating to digital development or snagging
- Working with the team and clients to understand any bespoke needs of new contracts or commissions and project managing these through to delivery

### **Digital Strategy:**

- Supporting an integrated approach to SaaS business model development and integration across Happy City's digital tools
- Ensuring customer feedback and changing market understanding of needs are fed into the digital strategy and delivery planning.
- Staying up to date with latest digital approaches and to key market competitors
- Advising the team and board on recommendations for future digital development

## Basic Website Management:

Happy City also has two wordpress sites for happycity.org.uk and the front end marketing site for happinesspulse.org. For these sites the role would IDEALLY lead on:

- The same digital production roles for any major development work on these sites
- Some more basic elements of the development and maintenance (may include some or all of PHP, CSS, Javascript and Bootstrap)
- General website support including: domain names, site security, SSL, DNS, back-up and site management
- APIs and integration
- Overseeing improvements in web accessibility and UX

Ad-hoc tasks appropriate to this role may also be assigned by agreement, including the potential line management of future digital team staff or volunteers

## PERSON SPECIFICATION

Factor	Essential	Desirable
Qualifications		Degree or equivalent
Experience	<ul style="list-style-type: none"><li>• Digital Production</li><li>• Digital Product development</li><li>• Client Management</li><li>• SaaS Business development</li><li>• Learning and Evaluation</li></ul>	<ul style="list-style-type: none"><li>• Basic web development, maintenance and security</li><li>• Small business/ start up organisation working</li></ul>
Skills and Knowledge	<ul style="list-style-type: none"><li>• Website maintenance and security</li><li>• Excellent knowledge of digital production best practice</li><li>• Excellent knowledge of digital product design best practice</li></ul>	<ul style="list-style-type: none"><li>• PHP, CSS, Javascript, Bootstrap Dev skills</li><li>• APIs and integration</li><li>• Accessibility &amp; UX</li></ul>

### Attitudes/Personal Characteristics

- Commitment to and enthusiasm for Happy City and its goals
- High standards of professionalism
- Ability to think creatively, be proactive and solutions focused
- Willingness to speak their mind
- Nolan's seven principles of public life: selflessness, integrity, objectivity, accountability, openness, honesty and leadership
- Constructive & positive openness
- Willingness to devote necessary time & effort, flexibility around work schedules
- Ability to work effectively as a member of a team with a team building mindset
- Good, independent judgement
- Curiosity
- Commitment to diversity, equality of opportunity and inclusion