

Web Designer

Position description



About WISE

We believe in people, and in the magic of their dreams.

From its humble beginnings nearly 20 years ago, the WISE Group is now a family of ten charitable entities and one of the largest non government providers in the New Zealand mental health sector. We're multiple businesses working together for a common dream. The link between us goes beyond the mechanics of shared structures and business services. It goes to the heart of our business – our desire to improve the lives of people who experience mental illness in New Zealand, every day, everywhere.

WISE Management Services Limited is integral to the Group. We provide centralised business infrastructure services. Our job is to be the experts in what we do, so that our customers can focus on what they do best. Some WISE customers are contracted by the government to provide mental health services throughout New Zealand. Others are striving for social outcomes in areas such as employment, and some are social enterprise businesses. WISE's work is highly diverse and links into the education, retail and health sectors.

We're not like other organisations. For us it's about people, not awards, it's about caring, not headlines. We believe in valuing people and touching lives and we pour our hearts into making that a reality every day.

You can read more about the WISE Group on our website www.wisegroup.co.nz

Peak performance

Peak Performance is about enabling individuals and organisations to continuously exceed their best in the pursuit of an inspiring purpose. It's about becoming the best we can be. WISE is committed to the best of sustainable business practice and has embraced the idea of peak performance. We don't see peak performance as a destination or a marker in the ground. It's a journey...a way of being. We believe in fresh possibilities, a sustainable future and, most of all, in the potential of people. We truly believe we are one and that together everything is possible. The chart below is our purpose. It tells the story of our dream, our challenge, our focus and who we are as an organisation.



Web Designer

RESPONSIBLE TO: Strategic Communication Manager
Supervised by Creative Services Manager

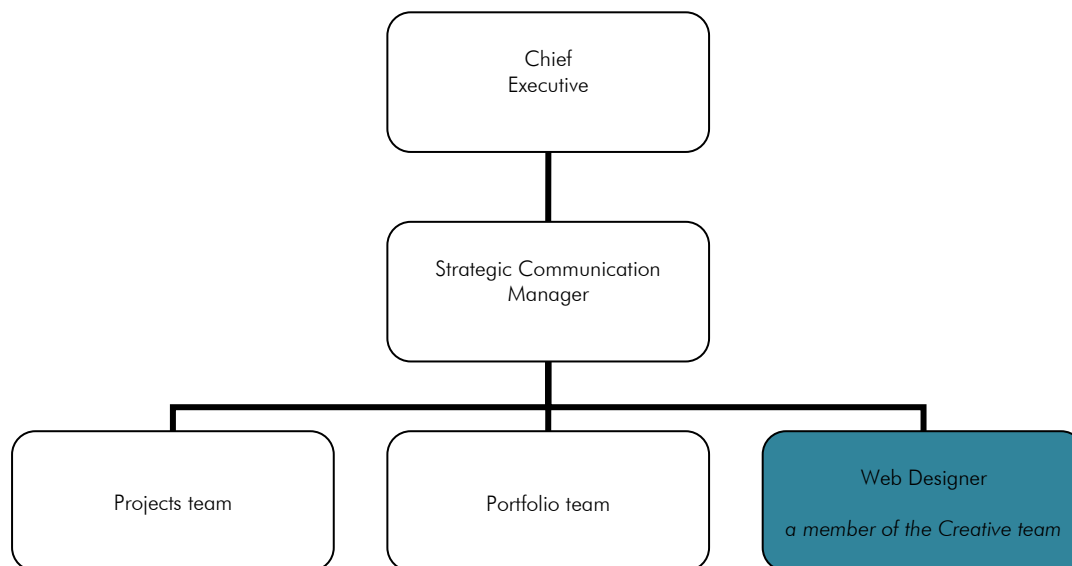
LOCATION: Hamilton

RELATIONSHIPS: Internal: Communication team, WISE employees
External: Wise customers, third party suppliers of services and products, key stakeholders, other relevant communication industry experts

Primary objectives

- To design, develop and deliver world leading online experiences for users of the Wise Group suite of web sites through fresh design and interaction approaches.
- To work effectively as part of the WISE Communication team, contributing to the ongoing success of the team through supportive relationships and professional, trusted advice.

Organisational chart



Key result areas

FOCUS	ACTIVITY	OUTCOMES
STRATEGIC CONTRIBUTION	<p>Provide professional web design services.</p> <p>Provide ideas and advice on future development and direction of the Group's online presence.</p>	<p>The reputation of Wise and its customers is protected and enhanced through consistent, best practice advice.</p> <p>Client liaison is consistently professional and effective.</p> <p>An exceptional level of customer service is maintained.</p> <p>The Creative Services Manager is proactively briefed on areas of concern regarding web development.</p> <p>There is active participation in the project management, user interaction, 'plain English' scoping and business case development, implementation and training service for custom web applications.</p> <p>Contributions to the Wise Communication web strategy are insightful, realistic and future proofed.</p>
WEB DESIGN & INTERACTION	<p>Create web design concepts.</p> <p>Produce functional models of websites from design mock-ups.</p> <p>Create design elements to complement website development and improve functionality of WISE Group websites.</p> <p>Test and provide QA support for web design and development.</p> <p>Provide quality documentation to accompany web development where required.</p>	<p>Web design concepts bring brands to life in a web environment.</p> <p>Use industry standard tools to create static and interactive wireframe mock-ups.</p> <p>Functional websites from (html/CSS/javascript/ajax) are created from static designs (photoshop/illustrator).</p> <p>Templates are created and integrated into CMS.</p> <p>Design elements for the frontend/backend of CMS are designed as appropriate to improve functionality and/or usability.</p> <p>Functional design elements, using Adobe Flash, JQuery, AJAX and other industry standard tools, improve the functionality, usability and attractiveness of WISE Group websites.</p> <p>Website visitors and interested users are surveyed, and feedback is analysed and incorporated into the development process.</p> <p>User documentation is created for CMS solutions and customised solutions developed by Wise Communication.</p>
WEB SUPPORT	<p>Provide exceptional support for Wise Communication and its customers in troubleshooting and bugfixing the web environment.</p>	<p>Respond promptly to incoming support calls relating to projects and custom applications, ensuring a minimum of interruption to the user and a high level of service provided.</p> <p>Best practice solutions to identified issues are provided.</p> <p>Document all work undertaken accurately and according to correct systems.</p>

GENERAL DUTIES	Undertake general duties as required.	<p>All required tasks relating to administering the Wise Group online presence are carried out effectively, on time and to agreed standards.</p> <p>Administration is carried out within the known guidelines and service level agreements.</p> <p>Support calls are responded to in a timely manner with a minimum of interruption to users, and according to policy.</p> <p>Communication with all teams within Wise Communication and the wider Group is effective.</p>
COMMUNICATION TEAM PROFESSIONALISM	Contribute to a high performing, responsive communication team	<p>The communication team's systems and processes are adhered to.</p> <p>All team tools are used consistently and effectively.</p> <p>There is a supportive, collegial approach to working as part of the team.</p> <p>Time management is effective and allows time to assist others in the team where required.</p> <p>There is active participation in team meetings and events.</p>
PERSONAL DEVELOPMENT	Seeks ongoing personal development	A learning and development plan is developed with the Strategic Communication Manager and implemented as agreed.
PEAK PERFORMANCE	Contribute to the ongoing success of Wise including reputation for excellence and innovation	<p>WISE is represented in a professional manner at all times.</p> <p>Employment policies and procedures are complied with.</p> <p>There is positive and effective participation and collaboration with other WISE employees to achieve business objectives.</p> <p>Assigned tasks and projects are carried out in accordance with agreed performance standards.</p> <p>The WISE purpose is actively lived.</p>
WELLBEING	Contribute to employee wellbeing and a safe and healthy workplace	<p>Responsibility is taken for personal wellbeing and health management within the workplace.</p> <p>Employees are encouraged to take responsibility for, and work in keeping with, best practice standards for their own well-being and the safety of others.</p> <p>Workplace hazards are communicated in a timely manner.</p> <p>Issues within their assigned areas of responsibility, which have or could result in accidents or ill health, are investigated and resolved.</p> <p>Standard operating procedures (in respect of emergency and evacuation procedures, security, accident and incident reporting and investigation, injury treatment and rehabilitation, health and safety performance monitoring and reporting, environmental and ergonomic arrangements) are understood and utilised as designed.</p>
OTHER DUTIES	Provision for other related duties within capability, as assigned by Manager	Other duties are carried out to agreed standards and timeframes.

This job specification is not to be regarded as exclusive or exhaustive. It is intended as an outline indication of the areas of activity and will be amended in light of the changing needs of the organisation.

Person specification

	E S S E N T I A L	P R E F E R R E D
EDUCATION		<ul style="list-style-type: none"> Relevant tertiary qualification.
SKILLS	<ul style="list-style-type: none"> Minimum of 3 years' web design experience. Creative sense of visual and interaction design. Experience integrating your designs into web systems. Excellent project management skills with the ability to juggle competing demands. An articulate and active communicator with excellent written and verbal skills. Actively communicates progress and outcomes. Excellent time management, organisation, file maintenance and attention to detail. 	
KNOWLEDGE	<ul style="list-style-type: none"> Expert knowledge of web and e-communication principles, standards and current trends and their application within a business/service environment. Advanced knowledge of HTML / CSS, Javascript, Flash Experience being a part of Agile projects. Knowledge of the use and application of a range of design programmes including Adobe Creative Suite, advanced Photoshop/Illustrator and video editing and compression for web. Knowledge of website development processes and content management software. 	<ul style="list-style-type: none"> Knowledge of JQuery, PHP/mysql
ATTRIBUTES	<ul style="list-style-type: none"> An innovative, creative problem solver renowned for inspired ideas. Excellent customer service ethic. Adopts a "client focused" approach to working with clients and external vendors. Effective and participatory team player. Ability to rapidly engage with people at all levels. Able to consult with and provide a service to others. 	
PHYSICAL	<ul style="list-style-type: none"> Able to work at a computer for long periods of time. Ability to provide site visits as required or requested. 	
AUTHORITY	<ul style="list-style-type: none"> Financial – Nil Operational - Nil 	
DIRECT REPORTS	<ul style="list-style-type: none"> Nil 	