

Digital Community Moderator (F)

Job purpose:

The Digital Community Moderator will implement the digital community engagement plan by monitoring and moderating user-generated content to ensure that the community is maintained as a safe and interactive environment. This role supports the membership engagement, communications and content strategies by promoting excellent customer service and helping to cultivate a strong community around the TLS brand and specific membership segments.

Key Accountabilities:

- Implement the digital community engagement plan, coordinating with internal and external stakeholders to ensure its effectiveness and providing excellent customer service and support to community users
- Review and moderate user-generated content and user profiles (either pre-, post- or reactive moderation) within community posts, comments, images, videos and audio, liaising with colleagues for guidance and advice where required
- Initiate and moderate digital community discussions and content making decisions, guiding the conversation
- Post content and engage with community members to support and encourage active use and sharing
- Provide support to wider member communications team as required, particularly planning, creating, publishing and analysing social media posts
- Manage the banned user process, and track and remove previously banned users
- Maintain moderation guidelines and ensure they are regularly reviewed and kept up to date
- Act as community platform and system administrator: service and manage system settings, identify, troubleshoot and resolve or escalate support tasks
- Compile statistics and produce reports on relevant community analytics, issues and outcomes
- Monitor effective benchmarks for measuring moderation and user generated content volume. Analyse, review, and report on effectiveness of moderation
- Regularly feedback insights gained from community moderation.
- Keep abreast of profession and organisational information and news to anticipate potential issues and queries raised on digital communities platforms
- Proactively engage and nurture top contributors
- Implement and uphold community guidelines and terms of use
- Serve as “end to end” contact by responding to emails, calls and all other external and internal inquiries related to the digital communities

Knowledge, skills and experience

Essential

- Strong organisational and multitasking skills, and a proactive approach
- Experience with digital technologies and communication
- Working operational knowledge and understanding of online community platforms and moderation tools (Forums, Blogs, Photo Uploads, Commenting, plug-ins etc.)
- Ability to effectively communicate information
- Ability to gather and report useful and relevant data on community member behaviour
- Team player, detail focused and reliable
- Good technical understanding, ability to pick up new tools quickly
- Have a good knowledge of principles of customer service
- Availability to work days, evening, nights, as well as weekends as and when required.

Desirable

- Knowledge of the legal profession
- Experience of working in a membership organisation
- Discourse community platform or similar
- Google analytics
- Social media tools
- Experience of social media communication and best practice
- Understanding of agile methodologies
- Knowledge of MS Office suite
- Experience using Azure Dev Ops support ticketing application

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