



Digital Systems Manager EMD UK job description

As the Digital Systems Manager, you will manage and evolve EMD UK's digital infrastructure, contributing to the creation and execution of our digital strategy. Your role will be crucial in developing and maintaining a robust digital environment using commercial off the shelf software that supports various departments and aligns with our organisational objectives.

Your work will cover the full breadth of services that we offer, and you should be very comfortable managing across a digital systems mix. Ideally, we are looking for someone with experience and familiar with at least one of the following platforms:

- WordPress
- Zapier
- Creatio (a configurable SASS solution)
- LearnWorlds LMS
- Xero
- Constant Contact

The Digital Systems Manager will ensure that internal teams are empowered and trained to effectively use and understand the digital tools and systems available. A key aspect of this role is the ability to prioritise digital development projects, supporting different departments to maximise their use of the digital systems to meet their objectives.

Title	Digital Systems Manager
Reports to	Head of Marketing
Line management responsibilities	None
Location	Home-based, with some travel required for meetings and events
Contractual status	Permanent, full time (40-hours a week)

Salary	£30,828 per annum
Job Purpose	You will manage and evolve EMD UK's digital infrastructure, contributing to the creation and execution of our digital strategy. Your role will be crucial in developing and maintaining a robust digital environment using commercial off the shelf software that supports various departments and aligns with our organisational objectives.
Key Tasks and Responsibilities	<ul style="list-style-type: none"> • To maintain and manage the administration of the EMD UK instructor membership sign-up and renewal process using the CRM system. • Act as the primary point of contact for instructors, addressing inquiries and providing timely support via email, phone, and other communication channels. • Ensure that all instructors adhere to compliance standards, policies, and regulations. • To contribute to accurate and timely collection of relevant data and its input into the EMD UK reporting systems. • Manage the closed Facebook group for EMD UK instructor members and ensure content is created, is relevant and is communicated regularly to keep instructor members engaged with EMD UK support. • Support in monitoring social media comments across all EMD platforms to check and respond to comments, questions and feedback. • Contributing to the ongoing development of instructor member benefits, products and services. • Support with creating insight led resources from member feedback to expand resources, ensuring it is relevant, updated and communicated regularly. • Support in producing relevant financial reports in relation to sales of insurance, licenses and professional memberships. • Work closely with other staff of the Support & Compliance team to support instructor members. • To support EMD staff team as required. • To attend meetings and events as appropriate on behalf of EMD UK. • To support the Support and Compliance manager and other senior staff as required.

	<ul style="list-style-type: none"> Any other relevant task commensurate with the level of the role and as requested by your line manager, Head of Department or Chief Executive
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Person Specification

Qualifications, experience, knowledge, skills & attributes needed for the role

	Essential	Desirable
<p>Proven Experience in Digital Strategy:</p> <p>Demonstrable experience in support the creation of and, implementation of digital strategies within an organisation.</p>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<p>Experience in Managing Digital Infrastructure:</p> <p>Proven ability to manage and maintain digital tools, platforms, and systems, ensuring they align with business needs.</p>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<p>Project Management Skills:</p> <p>Strong project management skills with experience prioritising digital development initiatives and managing external vendors.</p>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<p>Training and Development Skills:</p> <p>Experience in delivering internal training and supporting teams in the use of digital tools and platforms.</p>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<p>Communicating digital concepts:</p> <p>Ability to clearly communicate complex digital concepts to non-technical staff and ensure cross-departmental collaboration.</p>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<p>Analytical and Reporting Skills:</p> <p>Ability to analyse digital performance and provide insights through detailed reports to senior management.</p>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<p>Problem-Solving Skills:</p> <p>Strong problem-solving skills with the ability to troubleshoot digital issues and implement effective solutions.</p>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<p>Experience in the Fitness or Wellness Sector:</p> <p>Experience working in or supporting organisations within the fitness, wellness, membership or non-profit sectors.</p>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<p>Knowledge of Digital Marketing Tools</p> <p>Familiarity with digital marketing platforms, CRM systems, and tools such as Google Analytics, CMS platforms, or email marketing tools.</p>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Continuous Improvement Mindset: Demonstrated ability to lead continuous improvement initiatives within a digital function.	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Vendor Management Experience: Experience working with external vendors, managing contracts, and ensuring the delivery of digital services.	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Leadership Experience: Proven experience leading a team, providing guidance, and driving organisational digital goals.	<input type="checkbox"/>	<input checked="" type="checkbox"/>

This job description is not to be regarded as exclusive or exhaustive. It is intended as an indication of the areas of activity and can be amended at any time in response to the changing needs of the organisation.

Company Description

EMD UK is the national governing body for group exercise, dedicated to achieving a vision of healthier communities through group exercise. We collaborate with group exercise instructors, fitness brands, leisure operators, and physical activity organisations across the sector to inspire people of all ages and abilities to participate in physical activity.

Our organisational values outline our dedication to the needs of stakeholders and communities within the fitness sector. Through support, collaboration, inclusivity, acting with integrity and progressing with ambition, we are seeking to develop stronger resource and governance for all fitness instructors and those who participate in group exercise.

Commitment to Diversity & Inclusion

EMD UK's commitment to inclusive hiring means that we actively seek out candidates from diverse backgrounds and perspectives. We strive to create a hiring process that is fair, transparent, and free from bias, ensuring that every candidate is evaluated based on their skills, qualifications, and potential to contribute to our team. We recognise the importance of building a workforce that reflects the rich tapestry of human experiences and perspectives, and we are dedicated to creating an environment where every employee feels valued, respected, and empowered to succeed.

Part of this commitment is ensuring that we have a transparent hiring process, and we encourage anyone who needs reasonable adjustments to their application or interview to make us aware. This will be part of our ongoing promise to diversity and inclusivity.

Why join Team EMD UK?

We offer a range of benefits to not only advance your career but boost your personal development too. Our employees have access to:

- 25 days annual leave (pro-rata) plus bank holidays
- Your birthday off!

- Pension scheme
- Flexible working
- 30 minutes every day to exercise your way
- Employee Assistance Programme and Helpline
- Discounted gym membership
- Healthcare scheme
- Life insurance
- Childcare contributions
- Savings on holidays, theme parks, retail discounts, and attractions
- Two days per year to volunteer for causes close to your heart
- Cycle2Work scheme
- Teambuilding days

Application & Interview

The EMD UK application is an online form which allows you to input your work history, skills and relevance to the job description or to upload a CV and cover letter which includes this information. Your application finishes with our Diversity Monitoring form which is anonymous.

If you require any reasonable adjustments to your application or any part of the recruitment process, then please contact our People Manager at sarahp@emduk.org. Sarah will be able to tailor your needs to create a fair process where you can put forward the best version of yourself for consideration. Reasonable adjustments include but are not limited to viewing any interview questions ahead of time, access to tasks expected in the process or interpretation support.

The closing date for this application is Friday 13th December at 9am.

Shortlisting will be completed by the 9th January 2025. If you have not heard from EMD UK by this time, your application has unfortunately been unsuccessful however we welcome your application for future job roles at <https://emduk.mykajabi.com/careers>.

Those invited to interview will be asked to do so between the 14th and 16th of January 2025.

If you are not invited to interview after task completion, you will be contacted by the People Manager to inform you.

Your pre-application and pre-interview contact is our People Manager, Sarah Partington via email at sarahp@emduk.org.