

Job Advert Details

Why join us?

The Web Production Services offers content management services within Digital Production Services. The department supports the Group’s businesses and functions to effectively deliver messages digitally through HSBC public websites and intranets.

The Opportunity:

The role of a Web Production Officer (WPO) produces web pages and page components, maintains assets such as videos, documents, text, and other approved content items using a range of HSBC content management systems.

What you’ll do:

Web Production Officer (WPO) updates and publishes content using standard workflows, maintains quality of work and follow Group’s website guidelines, as well as establish an industry standards and best practices in maintaining websites. The incumbent will work under the direction of a Web Production Manager (WPM) to deliver high quality output according to business requirements. Functionally, the incumbent will report to Web Production Manager identified as chapter lead servicing in the same department.

The job holder is expected to understand and help execute the day-to-day BAU activities and projects including website migration and rebranding, work quotation, scoping and prototyping.

Principal Accountabilities and Responsibilities (e.g., for Business, Customers and Stakeholders; internal control environment, etc.)

- Work within the production team to produce web pages and maintain websites using existing Content Management Systems (CMS)
- Timely management to deliver all given projects and tasks effectively and consistently
- Adhere to department protocols and processes including approvals, risk assessment, and contribute to identifying set of controls
- Assist in implement web content management best practices including housekeeping and maintenance activities
- Follow established guidelines for applying metadata, keywords and tagging necessary for search engine optimisation and analytics
- Guarantee a high quality of work by consistently taking responsibility for one’s own work; reviewing it against clients’ requirements and quality standards
- Ensure online job code/filing system for all work produced
- Support the Web Production Manager in identifying improvement opportunities and assist in executing corrective and preventive actions as required

Qualifications

What you will need to succeed in the role:

Functional Knowledge

- Web development and hands-on experience in Content Management Systems and other digital publishing platforms eg Sitecore, AEM, WordPress VIP, etc
- Solid knowledge on CSS, HTML and JavaScript to conduct day-to-day content management activities
- Ability to import text and data from external applications eg documents, imagery, videos and to convert external content into a web-appropriate format
- Maintaining best practice in producing online content standards, compliance, voice and tone, and style guides
- Basic understanding of proofreading and editorial content check
- Structured, systematic working style in managing tasks assigned
- Understanding on the website user experience that will enable improvements on websites and its performance
- Ability to work as part of a team, collaboration with clients and internal team while seeking advice from chapter leads as necessary

Others

- Maintains composure and professionalism in a fast-paced work atmosphere
- Flexibility in working different shifts and during public holiday when require
- Available to work overtime and weekends if necessary
- Build relationship with the team and clients whilst meeting business requirements

Want to Apply?

- All applicants must have successfully completed their probation period
- All applicants must have a minimum performance rating of Good and behavior rating of Good in the last year end appraisal
- All applicants should have served at least 18 months in their current functional role and department
- Applicant should inform their Line Manager prior to applying
- Application form should be submitted on CareerLink along with their updated CV
- All the completed applications should be submitted on CareerLink by 11:59 PM on the closing date
- Applicant should not been previously declined for the same position within the last 6 months on the date of submission of their application & the time of selection.
- Applicant should not been on ANY form of Corrective Action within the last 6 months from the date of application
- Right to work is required. Local employment rulings and restrictions will apply.
- Applicants who meet the required minimum score at the interview may be placed in a pipeline for a period of 3 months to fill any vacancies which may arise for the same position during the immediate 3 months from the IJP closure date. The final decision to place an individual in the pipeline rest with the business head concerned
- Applications of candidates who do not adhere to guidelines during any technical assessment that is conducted as part of the selection process will be disqualified and not progressed thereon.