

Position: Digital and Content Manager
Department: Digital/Marketing
Reports to: Marketing Department
Contract Type: Permanent
Salary: Depending on experience
Location: Remote

Overview

We're looking for a forward-thinking Digital and Content Manager to join the Fortus Group. This is a pivotal role where you'll take ownership of our customer-facing digital platforms - similar to eCommerce sites - ensuring they deliver a seamless, engaging, and future-ready experience. You'll be responsible for managing and optimising content across platforms, shaping product masters, and driving improvements to align with the Fortus Group's offerings across all divisions.

This role is as much about strategy as it is execution: you'll collaborate with internal teams and external partners to evolve our platforms, enhance user experience, and ensure content standards are met at every stage. By combining strong digital insight with a keen eye for content quality, you'll help position Fortus as the leader in digital engagement within the industry.

Key Responsibilities

- Lead and manage the content creation team, ensuring product master's and new product content are accurate, consistent, and aligned with the Fortus Group standards.
- Collaborate with internal and external teams to suggest and implement improvements that enhance the user experience and drive engagement on our digital platforms.
- Conduct market research to identify trends in eCommerce and customer portals, as well as competitive platforms. Use this data to recommend new ideas and features that will keep our customer facing platforms ahead of industry trends.
- Work closely with internal teams and external partners to identify and implement new features and functionalities that will improve our digital platforms.
- Perform regular audits to ensure all content, features, and functionalities are operating to a high standard across all platforms. Troubleshoot any issues as they arise.
- Map out and optimise the end-to-end customer journey to ensure seamless experiences across all touch points.
- Collect and analyse customer feedback, collaborating with internal teams in the UK, Ireland, and the Netherlands to find solutions to issues.
- Support the branches with customer onboarding and training.
- Work closely with the Marketing team to create content for digital campaigns.

Skills, Knowledge, and Qualifications

- Bachelor's Degree in Digital Media, Web Development, Information Technology or similar field.
- Minimum of 3 years' experience managing or maintaining a web-based platform, eCommerce site, or customer portal.
- Proven experience in leading and managing small teams, ideally within digital, content, or data functions.
- Knowledge of UX/UI principles and practices, content management systems (CMS) and web-based project management.
- Strong communication skills with the ability to collaborate across multiple departments.
- Highly organised with great attention to detail and the ability to manage multiple tasks and deadlines.
- A proactive approach to identifying improvements and enhancing digital experiences.
- Experience working with external partners, including development agencies.
- Understanding of SEO principles and digital marketing strategies.

What we can offer you:

This is a full-time, remote, permanent role. Your working hours will be Monday to Friday 08:30am – 5:00pm, 40 hours per week.

- Competitive salary
- 20 days annual leave (increase with length of service up to 25 days) plus bank holidays
- Auto enrolment Pension Scheme
- Full training

About Fortus

We are Fortus.

We're incredibly proud to be Europe's fastest-growing security distributor, and we're just getting started! Our branch network now stretches across the UK, Ireland, and the Netherlands.

We provide high value add solutions to our installation partners across our CCTV, Fire, Access, Intruder, Gate Automation and Monitoring divisions.

We work as a valued partner with some of the world's most innovative brands and solution providers including Hikvision, Paxton, Pyronix, and Apollo. We're proud to supply their products, all backed up with a combination of our team's vast real-life experience with unsurpassed product and technical knowledge.

We are Fortus. We're here to change the game.

Future. Secure.