## Researcher (Freelance)

We’re looking for freelance researchers to work with us on a range of digital inclusion research projects. If you’re passionate about making a positive difference through your work to the lives of people who are older, on low income, disabled or with low educational attainment, then we’d love to hear from you.

As well as being a fantastic researcher, we are looking for you to be a great communicator, producing research that is engaging to a diverse audience. We need researchers to: undertake research interviews, facilitate focus groups, write reports and present findings.

If you’re interested in working with us, please send your current CV, availability over the next 6 months, day rate and a short covering letter explaining why you’d like to work with us to laura.simpson@citizensonline.org.uk

[www.citizensonline.org.uk](http://www.citizensonline.org.uk)

### About Citizens Online

Citizens Online is a UK digital inclusion charity, established in 2000. Our aim is to ensure that no one is left behind in the digital world which we now live in. Living during lockdown has demonstrated to everyone how important digital skills and technology are to make our lives easier. But there are 9 million adults in the UK who can’t use the internet and approximately 1 in 5 adults that don’t have the skills to transact online.

The people more likely to be digitally excluded are older, on low income, disabled or with low educational attainment. We want to bridge the digital divide and help everyone to use the internet confidently and safely.

We work with organisations to embed digital inclusion as part of digital transformation programmes. We aim to make digital inclusion provision sustainable aby embedding this work into organisations. Our clients include Local Authorities, Housing Associations, CCGs, Government, Commercial Businesses and Voluntary Sector organisations.

We also deliver support to individuals through digital inclusion projects such as Digital Brighton & Hove. Here we provide digital champion support to the community via Digital Champions and operate a tablet loan scheme. We have built a digital inclusion network of over 350 organisations in the area.

We operate a national freephone digital skills helpline to support people with essential digital skills and manage over 600 digital champions.

We also undertake research and evaluation projects. Recent clients include the Centre for Ageing Better and Public Health England.

##### Our key values underpin everything we do:

* Independence - we act with honesty, integrity and fairness to earn the trust of those that we work with both internally and externally
* Collaboration - we encourage creativity and better communication through our supportive culture which values knowledge sharing, learning and working together to achieve the best that we can
* Innovation - we’re an innovative and forward thinking organisation with an open and collaborative culture. We embrace change, new technologies and better ways of working in everything we do, from service delivery to our internal processes
* Quality - we empower individuals to take initiative and responsibility to achieve the best results they can within time and budget