

Job Description

Job Title:	Community Digital Champion (Digital Brighton & Hove)
Employer:	Citizens Online – reporting to Programme Director
Salary:	£22,000 (£17,600 pro rata for part time hours)
Contract	30 hours p/w (4 days). Hours flexible over Monday to Friday. Fixed until 31 st March 2022 (extension subject to funding)
Location:	The role is home based and then be based at Jubilee Library Offices in Brighton once it reopens, with some location working across the city.
Benefits:	25 days annual leave (pro rate entitlement for part time hours) employer pension contribution.

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.

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 and advocate three key elements to make this happen.

1. Evidence – we research digital exclusion risk within a locality and build a baseline for digital inclusion work.
2. Partnerships – many organisations within a local area will be providing digital inclusion support or are aware that their clients and staff need support with essential digital skills. Organisations must work together to achieve greater impact.
3. Digital Champions – we know that the best way to support people with digital skills is a 1-2-1 digital champion approach. Our clients include Local Authorities, Housing

Associations, CCGs, Government, Commercial Businesses and Voluntary Sector organisations.

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 Aging 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

About Digital Brighton & Hove

The Digital Brighton & Hove project is a cross-sector partnership which brings together over 350 organisations tackling digital exclusion across the city. Started in 2015 as a stand-alone piece of research on digital exclusion the project is currently supporting the city's Covid19 Recovery Programme, assisting vulnerable people through digital inclusion activity.

This project focusses on coordinating and delivering the provision of digital skills support to vulnerable people who lack the skills and confidence to use digital, as well as helping local organisations source and distribute digital technology and connectivity to those without it.

The role

The Community Digital Champion (CDC) will help local residents who are most at risk of digital exclusion get online by providing general advice and personalised digital skills support.

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CDC support will be delivered remotely to begin with (e.g. on the phone or video calling) due to Covid19 restrictions. The CDC will also be the first point of contact for any enquiries from Brighton & Hove which come through the phone helpline.

The CDC will take a lead role in setting up new devices acquired for the Digital Brighton & Hove tablet loan scheme; setting them up with relevant apps and security settings, as well as wiping data and resetting them at the end of a loan spell.

The post-holder will work alongside our Digital Champion Coordinator. You'll have a good knowledge of digital skills, but first and foremost you'll be passionate about helping others – you'll need to have excellent people skills and be comfortable working with people from diverse backgrounds. You will also be enthusiastic about digital technology and the benefits it can bring to society.

Many new learners will be vulnerable people who may have never used a device or connected to the internet, so patience, empathy and excellent communication skills are essential for this role (in fact they're more important than your technology skills).

The role is home based with regular contact with clients and colleagues via video calls. We expect the role to involve travel within Brighton & Hove to engage face to face with clients when Covid19 restrictions allow. You'll be supported in your role by the Programme Director and the Citizens Online team.

Your responsibilities

The role of Community Digital Champion is to:

- Provide essential digital skills support to local residents most at risk of digital exclusion (both remotely and face-to-face on a 1-1 basis).
- Provide support and guidance to frontline staff and volunteers from local service providers, helping them share their digital skills with confidence (in both '1-1' and '1 to many' training environments).
- Train and support other Digital Champions.
- Staff the Digital Brighton & Hove Helpline, signposting service users to relevant support, collecting messages and logging them accordingly.
- Set up new devices (e.g. tablets and phones) with relevant apps, accessibility and security settings as part of the Digital Brighton & Hove Tablet Loan Scheme.

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- Reset and wipe data of devices coming back from loans, resetting them ready for new learners.
- Assist with the roll out of tablet loan schemes and help with the recruitment and training of volunteer Digital Champions.
- Provide support and guidance to local partners looking to source new devices for their respective service users.
- Raise awareness of the benefits of getting online for different vulnerable groups (e.g. older people with health conditions, people with disabilities, homeless people, families on low income).
- Assist with supporting a Digital Champion volunteering scheme which matches suitably experienced volunteers to basic digital skills support.
- Share digital guides and resources to help people get online (e.g. online safety, getting started with WhatsApp, accessibility needs)
- Support training sessions other partners are delivering and deliver basic digital skills coaching one-to-one.
- When face-to-face service resumes, operate as a “pop up” resource in locations across Brighton & Hove, supporting people one to one with their basic digital skills, signposting to further help and completing a ‘test’ of skills where relevant.
- When face-to-face service resumes, assist with working with partner organisations to extend similar pop up coaching and testing and signposting.

Person Specification

Essential Skills and Experience

1. Applied knowledge of Foundation and Essential Digital Skills, online safety and cyber security
2. 1 year of experience in a customer support environment
3. Experience of working with the public, employees or volunteers in a coaching, training, teaching or support capacity
4. Skills in configuration of basic user settings on digital devices (phone, tablet, laptop, desktop) across different platforms (IOS / Android)
5. Work based digital skills e.g. MS Office, email, collaboration tools, cloud file storage
6. Ability to work across different video conferencing and remote training platforms (e.g. Zoom, Whereby, Team Viewer)
7. Ability to organise/prioritise work on own initiative and as part of a team
8. Ability to work across different social media and communication platforms (e.g. Facebook, WhatsApp, Instagram)
9. Ability to communicate effectively both face to face, over the telephone and digitally with a variety of service users, professionals and external agencies
10. Ability to understand and promote the digital inclusion agenda with disadvantaged or vulnerable groups
11. Patience and empathy in helping people get online and passionate about helping people.
12. Sensitivity and compassion around societal inequality, exclusion and discrimination
13. Enthusiasm about digital skills, tools and services. Confident in what you know and excited about learning new things on the go, as needed
14. Able and willing to work remotely, and also able and willing to travel in and around Brighton & Hove when required
15. Able to work flexible hours if required

Desirable Experience and Skills

16. Experience of working with disadvantaged communities or vulnerable groups of people.
17. Knowledge of the communities and neighbourhoods of Brighton & Hove.

We are an equal opportunities employer and welcome applications from all suitably skilled and experienced people, regardless of their race, gender, physical ability, religion/belief, sexual orientation or age.

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Please apply online at <https://uk.indeed.com/job/community-digital-champion-1608f521222214f8>

Please apply for this role with a **covering letter** (max 600 words), demonstrating how you meet the essential experience and skills, and if applicable the desirable knowledge and skills outlined above.

Please reference the criteria 1-17 above in your covering letter. Please also include your current CV (no more than 2 pages).

Application closing date is **10:00am on Monday 28th June 2021**

- Interviews will be held online using Zoom, during the week commencing **5th July 2021**

For further information please email laura.simpson@citizenonline.org.uk or call 07551171309 and leave a voicemail to ask any questions about the role, please visit www.citizenonline.org.uk

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