

Job Description

Job Title:	Digital Champion
Employer:	Citizens Online – reporting to the Managing Director
Salary:	£23,000 (£18,400 pro rata for part time hours)
Contract	30 hours p/w (4 days). Hours flexible over Monday to Friday. 6 month fixed term contract.
Location:	The role is home based
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 by using evidence, building partnerships and advocating a digital champions approach. We operate a national freephone digital skills helpline to support people with essential digital skills and manage over 400 digital champions. We also undertake research and evaluation projects.

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 the Project

We are working with a sustainable financial client. Their mission is to help create a society that protects and promotes quality of life and human dignity for all. Their sustainable financial products have enabled individuals and organisations to use their money in ways that benefit people and the environment.

The client is in the process of digital transformation and recognises that there are many people who lack motivation and confidence to use digital products. Citizens Online is supporting the client's customers with person centred digital skills support. We are recruiting a Digital Champion to deliver this support remotely via our Freephone telephone helpline.

The role

The Digital Champion will help our client's customers (learners) to get online or do more online to develop digital skills and confidence. You'll engage with learners to find out their interests, and be creative with your approach to support learners to begin and progress on their digital journeys.

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 learners 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).

You'll arrange learning sessions with clients and be flexible when you can provide sessions between 8am – 8pm. We don't expect you to work 12 hr days, but there may be occasions where a learner would like a session earlier in the morning or after work in an evening. The role is 30 hrs over the week and this can be flexible. The role will involve liaising with the client's customer contact centre staff to ensure their clients are fully supported with their digital needs. You will also signpost learners to local face to face digital support if they request it. You'll be supported in your role by the Managing Director and the Citizens Online team.

Your responsibilities

The Digital Champion will:

- Engage customers / learners in a 'person centred' and flexible digital skills training programme.
- Carry out digital skills, confidence and needs assessments with learners.
- Design a digital skills programme designed to learners gain essential digital skills remotely.
- Signpost learners to local face to face digital skills support if requested by the learner.
- Deliver enjoyable and engaging training sessions with many practical examples and applications.
- Share digital guides and resources to help people get online (e.g. online safety, getting started with WhatsApp, accessibility needs).
- Liaise with client customer contact staff to ensure learners are fully supported.
- Monitor learner progress and report to the Managing Director on key performance indicators.
- Understand the client's brand values, and act in alignment with our values and purpose as an extension of our service.

Person Specification

Essential Skills and Experience

1. Applied knowledge of Foundation and Essential Digital Skills, online safety and cyber security
2. Minimum of 2 years 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 stakeholders and learners
10. Ability to understand and promote the digital inclusion agenda

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
15. Able to work flexible hours if required

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.

Please apply online at:

<https://www.charityjob.co.uk/jobs/citizens-online/digital-champion/760082?tsId=8>

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 1-15 above in your covering letter. Please also include your current CV (no more than 2 pages).

Application closing date is Tuesday 3 August at 6pm.

- Interviews will be held on either Tuesday 10 or Wednesday 11 August via Zoom.

For further information please contact Laura Simpson by email

laura.simpson@citizenonline.org.uk or call 07551171309,

For more about Citizens Online please visit www.citizenonline.org.uk