

Job Description

Job Title:	Digital Champion x 2 positions available
Employer:	Citizens Online – reporting to the Programme 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. 18 month fixed term contract (extension subject to funding).
Location:	The role is home based with travel across Liverpool, Warrington and St Helens.
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. 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 the Project

Torus Foundation is the charitable arm of Torus, the North West's largest affordable homes provider. Their vision is one of growing stronger communities. Places where people have access to the best life chances and opportunities to learn and earn.

Citizens Online is working with Torus Foundation to deliver person centred digital skills training for tenants in sheltered accommodation. This digital inclusion service is aimed specifically at increasing the digital skills and confidence of Torus tenants.

We are recruiting two Digital Champions to deliver this support to tenants of 38 sheltered housing schemes, across Liverpool, Warrington, and St Helens. Digital Champions will organise and deliver sessions on a fortnightly basis at each scheme, with arrangements for both group sessions (of a maximum eight attendees at any single session) – and the provision of one-to-one support.

Alongside these sessions the Digital Champions will also work with the Digital Champion Coordinator to train staff in the sheltered housing schemes and volunteers to become Digital Champions. We will also provide access to our freephone telephone helpline, which learners could access either for regular one-to-one support or one-off reminders or assistance.

We will deliver some training using equipment available as part of Torus facilities. Alongside this, we will provide access to our tablet loan scheme. We will introduce learners to the range of devices available and generate an understanding of the costs involved, allowing learners to pursue additional, personal devices where appropriate.

The role

The Digital Champions will help tenants who are most at risk of digital exclusion get online by providing personalised digital skills support. You'll engage with learners to find out their interests 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 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 will involve travel within Liverpool, Warrington, and St Helens to engage face to face with tenants (subject to Government Covid19 guidance). Therefore it is essential that you have your own transport and are willing to travel. You'll be supported in your role by the Programme Director and the Citizens Online team.

Your responsibilities

The Digital Champions will:

- Engage tenants aged 55 and over who live in sheltered and extra care accommodation in a 'person centred' and flexible digital skills training programme.
- Carry out digital skills, confidence and needs assessments with tenants.
- Design a digital skills programme designed to help tenants gain essential digital skills with the facility to enable tenants to progress onto further training.
- Deliver enjoyable and engaging training sessions with many practical examples and applications. Training should improve the efficacy of this group of tenants with regard to using the digital world, focusing on what you can do with technology and the digital world rather than technical aspects.
- Assist with training and of volunteer and staff Digital Champions in sheltered schemes to support digital skills development and the ongoing experience of the digital world. Also identify any residents who would be willing to act as Digital Champions themselves.
- Liaise with Torus Foundation and the Torus IT team to gain a thorough understanding of the IT infrastructure within the accommodation.
- Monitor learner progress and report to Programme Director on key KPIs.

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 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
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 Liverpool, Warrington and St Helens

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://uk.indeed.com/viewjob?jk=2b38c787104c8477&tk=1f99clhm9tvhn802>

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 Thursday 15th July.

- Interviews will be held in Liverpool on Tuesday 20th July.

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