# Citizens Online

gwyneddddigidol
digitalgwynedd

## Job Description

Job Title: Digital Champion - Digital Gwynedd
Employer: Citizens Online – reporting to Project Manager
Salary: £23K
Hours: Flexible – from 22.5 - 37.5hrs per week
Contract: Freelance or 6 Months contract. We are happy to consider a freelance contract at the equivalent salary. Or a secondment
Location: The role is home based, with travel in Gwynedd
Annual Leave: 25 days + public holidays
Application: We will require a cover letter (600 words max) outlining how you meet the essential criteria for the role and your CV (2 pages max) to apply for this role

## THE PROJECT AND ROLE

Digital Gwynedd is funded through the Community Renewal Fund offered by the UK Government. This project will focus on coordinating and delivering the provision of essential digital skills support to economically inactive adults and vulnerable people who lack the skills and confidence to use digital. We can also support organisations and SMEs with essential digital skills. The outcomes are focussed on supporting people to engage in job seeking, qualifications and increasing essential digital skills for life.

We will contract 'Digital Champions' who will provide one-to-one support to people with low or no digital skills, confidence, and/or motivation to engage with the online world. Support provided to beneficiaries would be based on learner needs with a particular focus on the Department for Education's Essential Digital Skills Framework and digital skills for the workplace. They will be supported by a Project Manager who will oversee the project and ensure its success.

In addition to the Digital Champions we will employ, we will also train digital champions in other organisations supporting similar people with digital skills. We will also recruit volunteer digital champions to assist learners.

Citizens Online have a history of digital inclusion work in Gwynedd. Through the Get IT Together (2011-2015) and Digital Gwynedd projects (2015-2019), we:
- helped over 7,000 individuals with digital skills
- brought 70 organisations together in a digital inclusion partnership
set up a 'signposting website' listing 41 locations providing free internet access, and 84 different forms of digital skills support.

Through our experience, we know that this digital divide in Gwynedd mostly affects those who are sometimes vulnerable and marginalised. This includes: older residents, disabled people, unemployed and underemployed people, those on lower incomes, and with lower levels of qualifications and/or skills. A lack of digital involvement holds them back by limiting their ability to develop better employment opportunities and positive social connections.

The post-holders will work alongside the Project Manager and will be supported by the wider Citizens Online team. 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).

## RESPONSIBILITIES

The Digital Champions will support learners in the Gwynedd area, with a particular focus on people looking for work. We want to ensure that we can cover and offer support to the whole County so will have Champions allocated to different areas around Bangor/Caernarfon, Pwllheli/Porthmadog, and Barmouth/Dolgellau. The digital champions will:

- 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).

- Offer wraparound phone support to enhance learning and interaction with digital tools. This is beneficial especially in rural areas where transport can be an issue and for people with caring responsibilities.

- Run activities including drop-in sessions and one-to-one appointments for learners.

- Support the device lending scheme to provide digital access to learners. The Digital Champions will take a lead role in setting up new devices acquired for the 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.

- Raise awareness of the project with local community organisations.

- Train new digital champions with the Digital Champions network.

- Assess learners' existing digital skills using a simple 'screening tool'. Record the topics covered in the sessions, and work with the learner to complete their learning plan

- Collect monitoring and evaluation information from learners

The time scale for the project is short, so we're looking for an experienced person who can hit the ground running. You will have excellent people skills and be comfortable working with people from diverse backgrounds. You will be enthusiastic about digital technology and the benefits it can bring to society.

## PERSON SPECIFICATION

1. Applied knowledge of Foundation and Essential Digital Skills, online safety and cyber security

2. At least one year of experience in a customer support environment or experience of working with the public, employees or volunteers in a coaching, training, teaching or support capacity

3. Patience and empathy in helping people get online and passionate about helping

people. Sensitivity and compassion around societal inequality, exclusion and discrimination

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. Excellent communication skills including; face to face, over the telephone and digitally with a variety of service users, professionals and external agencies

10. Welsh speaker with knowledge of the communities and area within Gwynedd

11. Enthusiasm about digital skills, tools and services. Confident in what you know and excited about learning new things on the go, as needed

12. Able and willing to work remotely, and also able and willing to travel in and around Gwynedd when required

**Desirable Experience and Skills**

13. Knowledge/experience of working with unemployed people and understanding of barriers for people seeking employment

## HOW TO APPLY

Please send 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 1-13 in your covering letter. Please also include your **current CV (no more than 2 pages**).

Please click here to apply at Indeed

**The closing date for applications is Friday 10th December 2021. Due to the short term nature of the contract we will be interviewing suitable candidates on a case by case basis.**

Interviews will take place via zoom at a suitable time to be arranged with the candidate asap.

For further information please email laura.simpson@citizensonline.org.uk or call 0808 196 5883 and leave a voicemail and we will get back to you. www.citizensonline.org.uk