

Job Description

Job Title:	Project Manager - Digital Gwynedd
Employer:	Citizens Online – reporting to Managing Director
Salary:	£38K
Hours:	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 around 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.

RESPONSIBILITIES

The Project Manager will implement the project in the Gwynedd area.

The project will develop capacity in the community through a number of means, including raising awareness of the benefits of digital skills and connectivity to deliver social and economic benefit to the local communities. Key to the approach will be re-engaging with community organisations we have worked with previously, and engaging a further 25 to improve capacity for digital skills support.

The role of the Project Manager will use strategic and tactical approaches to:

- Co-ordinate local project resources to ensure geographical coverage across the Gwynedd Council area.
- Manage the day to day progress of the project and be the main point of contact for clients
- Engage with existing digital inclusion initiatives and work collaboratively with them
- Identify and signpost existing programmes to encourage people in getting online
- Compile monthly reports, evaluation and case studies to ensure an evidence-based approach
- Line manage the employed Digital Champions
- Support the Digital Champions with the roll out the tablet loan scheme
- Work with the central team and assist with other duties as required by Citizens Online.

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. An understanding of digital exclusion issues. Sensitivity and compassion around societal inequality, exclusion and discrimination
2. At least three years project management experience
3. Excellent communication skills including; face to face, over the telephone and digitally with a variety of service users, senior stakeholders, professionals and external agencies
4. Experience of monitoring and reporting processes and ability to produce clear, concise plans, records and reports in written English and Welsh
5. Able to work collaboratively and effectively with groups, partners and individuals. Ability to think strategically and work in partnership across a range of organisations
6. Experience of managing a team of staff
7. Ability to implement project plans to agreed milestones
8. Ability to use a range of marketing channels to promote the project and engage learners and organisations
9. Ability to organise/prioritise work on own initiative and as part of a team
10. Welsh speaker with knowledge of the communities and area within Gwynedd

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

Desirable Experience and Skills

12. Knowledge/experience of working with unemployed people and understanding of barriers for people seeking employment
13. Ability to work across different social media and communication platforms (e.g. Facebook, WhatsApp, Instagram)
14. Partnership management and development across a range of statutory and community organisations.

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 1-14 in your covering letter. Please also include your **current CV (no more than 2 pages)**.

Please [click her to apply at Indeed](#)

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@citizenonline.org.uk or call 0808 196 5883 and leave a voicemail and we will get back to you. www.citizenonline.org.uk

BACKGROUND

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 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 deliver digital inclusion projects such as Digital Brighton & Hove where we provide digital champion support to the community 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 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