

Digital Inclusion Project Officer Application Pack

Date 09/11/2021



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| Job Title: | Digital Inclusion Project Officer |
| Salary: | £22k to £25k per annum pro rata (based on experience) (+3% pension contribution) |
| Working hours: | 15 to 22.5 per week |
| Contract length: | Fixed-term until end of September 2023 |
| Reports to: | Digital Inclusion Manager |
| Based: | Haringey - hybrid role working at Public Voice, community hubs/partner locations/residential homes, and from home where appropriate |

What is Public Voice?

Public Voice is a Community Interest Company (CIC) with a mission to improve neighbourhoods, the lives of the people who live in them and the public services they use.

We deliver a number of projects in Haringey and other London boroughs, including the statutory Healthwatch service in Haringey, Haringey Advice Partnership, as part of consortiums delivering information, advice and guidance, and Haringey Reach and Connect, a community navigation and support service for over 50s in Haringey, in partnership with Mind in Haringey and Wise Thoughts. We also manage a team of Social Prescribing Link Workers based in GP practices across Haringey, support Haringey's Joint Partnership Board, with several reference groups for adult social care users providing an interface between service users, the NHS and the Council, and provide advice and support for residents in the planning, regeneration and development of their homes and neighbourhoods through our Public Voice Neighbourhoods service.

We do this through community engagement, individual user engagement and community intervention, collecting the combined voices of citizens, gathering

evidence and ultimately taking action to bring about positive change, now and in the future.

Statement of intent on equality, diversity and inclusion

Public Voice is an equal opportunities employer and an anti-discrimination, pro-diversity and inclusion organisation.

We aim to go beyond the narrow scope of legislative compliance and follow best practice, making equality, fairness and diversity a fundamental part of all our activities.

We want to make sure that everyone is treated fairly and with dignity and respect by challenging discrimination and removing barriers. We recognise the benefits of different values, abilities, and perspectives, and celebrating people's differences. This means promoting an environment that welcomes and values diverse backgrounds, thinking, skills and experience.

We positively welcome applications from candidates from Black, Asian and Minority Ethnic Communities.

The Role

An exciting opportunity to join our Digital Inclusion team focussed on improving digital skills and enabling access to online services such as healthcare, employment and general wellbeing.

About You

We are looking for a well organised and enthusiastic individual who can support the delivery of all aspects of our digital inclusion service. The Project Officer will work closely with the Digital Inclusion team, partners, volunteers and other stakeholders to help develop the service and provide guidance and advice to individuals and community organisations.

You will have good IT, communication and organisational skills and be confident with using digital devices and software, including learning new systems and tools. Although previous experience is not essential, you should have a general understanding of digital exclusion issues and be comfortable delivering basic digital training and support to individuals and small groups both remotely and in-person. Prior experience working with volunteers and coordinating volunteer projects is desirable.

This role would suit someone who enjoys helping people to learn new skills, is a good problem solver, and is keen to help tackle the issue of digital exclusion. This is a varied role working with a variety of partners across different locations, so successful candidates will need to be self-motivated, pro-active and flexible in their approach.

Job Summary

The Digital Inclusion Officer will support the Digital Inclusion team to plan, coordinate and deliver all the activities of the Digital Inclusion project(s).

Key Responsibilities

- Work with the Digital Inclusion Manger and community organisations to build partnerships and develop the digital inclusion service offering.
- Create and publish training materials and resources for individuals and organisations (e.g. volunteer training, users “how-to” guides, promotional materials for partners).
- Plan, coordinate and support digital inclusion activities and events (e.g. training sessions, 1-to-1 support, workshops, webinars, etc.).
- Ongoing monitoring and administration of digital support referrals and coordination of support sessions/appointments with volunteers and community hubs.
- Collating data and running reports to support monitoring, evaluation and development of the service.
- Attending regular project team meetings, recording notes and actions, and then following-up with other project/team staff where appropriate.
- Work with project team and community organisations to assist in the recruitment and training of volunteers.
- Assist with development of DI website resources and comms, e.g. digital support portal website, online DI forms, social media outreach etc.
- Helping to review and improve internal procedures and guidelines. E.g. referral tracking and escalation, support sessions, device management, volunteer assignment.
- Developing systems to record (and report) client data, referrals, volunteer activity.

- Analysis and implementation of any third party/technical systems. E.g. device management, remote access software, mobile network contracts, WiFi access.
- Visit community hubs, partner locations, and residents home's as required.
- Helping to monitor and respond to the digital support mailbox and phonenumber.
- Any other related duties requested by the DI Manager or CEO.

| Person specification | | |
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| Qualifications | Essential | Desirable |
| Relevant degree or equivalent experience | • | |
| Experience | | |
| Previous experience working with volunteer projects and/or as a volunteer. | | • |
| Knowledge | | |
| Understanding of digital exclusion issues and ideas on how to address them. | • | |
| Knowledge of charity, public and third sector organisations including community groups, council services and large institutions like NHS. | | • |
| Awareness of other digital inclusion projects and organisations. | | • |
| Skills | | |
| Good all-round IT skills and comfortable using various devices (smartphones, tablets, laptops) for day-to-day digital activities. | • | |
| Excellent communication skills, inc. report writing and presenting, liaising with stakeholders, responding to enquiries, delivering training to individuals and groups. | • | |
| Strong analytical and administration skills, proficient using office tools/systems. | • | |
| Organised, methodical and good attention to detail. | • | |

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| Any additional skills or experience with IT systems like databases, CRM, CMS, website development, remote desktop systems, mobile device management. | | • |
| Other | | |
| Pro-active attitude to solving problems and suggesting solutions. | • | |
| Self-motivated and comfortable working as part of team or unsupervised/remotely. | • | |
| Patient and understanding, able to explain things in simple terms to clients. | • | |
| Flexible with working hours (role may include occasional evening or weekend work to coordinate support sessions or events). | • | |

Application and selection

To apply, you are asked to provide:

- A copy of your CV.
- A personal statement of no more than two sides of A4 detailing why you are applying and how you meet the person specification criteria – all applications will be reviewed against the person specification criteria, so it is important to address these in your personal statement.
- A completed monitoring form.

You are also asked to supply contact details for two referees, one of whom should be a current or recent employer or someone who has known you in a professional capacity.

Applications should be submitted via email to info@publicvoice.london

The deadline for all applications is **Monday 22nd November 2021, 9.00am.**

If shortlisted, you will be invited to an interview **to be held on Friday 26th November 2021**, where there will also be a practical test relating to the job role.

If you require the application pack in an alternative format or for any other enquiries, please call the office on 020 3196 1900.