

## **Digital Champion Co-ordinator (based in Birmingham and covering North and East of England)**

### **Two days per week (£160 per day)**

We are looking for an experienced and enthusiastic **Digital Champion Co-ordinator** to join our team in a new part time role.

This is an exciting opportunity to grow the delivery of our existing digital inclusion programme for a national housing provider into the North and East of England.

Working with Digital Unite colleagues and relevant staff team members from Clarion Housing Group you would be responsible for supporting the recruitment and activity of volunteers in the region and linking them to local venues and opportunities so they can pass on digital skills to residents in public or communal settings.

This varied role combines project management, volunteer support, client liaison, proactive engagement initiatives and data capture and record keeping and offers great scope to bring forward your own ideas and experience.

You should possess strong interpersonal and organisational skills, be able to work both independently and as part of a team and be able to keep several tasks moving forward at the same time. If this sounds like you we'd love to have you on our team!

\*Please note this role is a freelance contract and as such you will be responsible for providing your own equipment which should include Microsoft office.

### **Applying for the role**

To apply please send us an up-to-date CV and a covering letter outlining how your skills and experience match the role to [du@digitalunite.com](mailto:du@digitalunite.com).

- Closing date for applications is midday on **Friday 7 April 2017**
- Successful candidates will be notified by email on the 10<sup>th</sup> April and invited for interview.
- Interviews will be held on either **Thursday 13** or **Thursday 20<sup>th</sup> April 2017** in London

If you have any questions regarding the role or the application process then please also email us at [du@digitalunite.com](mailto:du@digitalunite.com)

## Job description and person specification

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| Type of contract   | 11 month (to April 2018). Based in Birmingham, willingness to travel essential. £160 per day.   |
| How many hours or day and for how long                             | 15 hours (2 days) per week which could be divided between three days.   |
| Company summary  | <p>Digital Unite (<a href="http://www.digitalunite.com">www.digitalunite.com</a>) has been delivering digital skills support since 1996.</p> <p>An independent and agile organisation, we are proud to be the digital skills supplier chosen by Government, corporates, charities, local authorities and housing associations to enable their digital inclusion activities. Our range of products and services include hosting and managing digital skills networks, delivering training and support for Digital Champions and creating high quality, high traffic online digital learning content with hundreds of free how-to-guides.</p> <p>The organisation has a national focus, and is committed to diversity, equality and inclusivity.</p>  |
| Role Summary   | <p>The successful applicant will be responsible for working with one of Digital Unite’s clients, Clarion Housing Group, to recruit, train and support their Digital Champions in the Midlands and North of England. You would work with Clarion and within Digital Unite’s delivery programme, to support Clarion’s Champions with delivering sessions in public or community venues to residents with no or low digital skills etc</p> <p>This role also includes registering learners and matching them with Digital Champions. Vulnerable learners who are unable to leave their home will be referred to another organisation.</p> <p>The role is a mix of people focused activity, occasional travel to venues and meetings but also includes a need for excellent and strong administration skills.</p> <p>To work with Digital Unite and Clarion to ensure that all aspects of the project are delivered to the highest possible standard.</p> |
| Where the role sits within the team, department and wider business | <p>This role is part of the DU delivery team for Clarion. It will be working with the lead project co-ordinator and a dedicated Digital Champion virtual mentor and support the DCs with additional support from communications and other members of the delivery team.</p>   |

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| KPIs  | <ul style="list-style-type: none"> <li>• Recruit and sustain around 50 volunteers or staff DCs over year one (needs to be clarified by contract)</li> <li>• Stay in regular contact with registered DCs (minimum of one per quarter)</li> <li>• Engaging with at least 10 external stakeholders (such as other local community groups, Housing Associations (HAs), One Digital Project Partners etc) as identified by Clarion.</li> <li>• Supporting (with the mentors help) 50% of registered champions with at least one course completion in the Digital Champions Network (DCN).</li> <li>• Working with DU's communications manager and the team at Clarion in developing and ensuring an effective communications plan is in place and delivered (5 actual activities – such as press releases, events etc).</li> <li>• Raising awareness of the project and the opportunities it presents across the Clarion group at a minimum of 8 internal meetings or events.</li> <li>• Set up and deliver 8 awareness raising activities with residents.</li> <li>• Attend and contribute to occasional internal steering group meetings as requested</li> <li>• Meet with at least 8 individuals or groups of DCs over the year.</li> <li>• Support the recruitment and connecting of end learners to DCs or other support.</li> </ul> |
| Key areas of responsibility and the deliverables expected | <ul style="list-style-type: none"> <li>• Effectively engaging with individuals, groups and partner organisations to break down barriers to digital (and social) exclusion.</li> <li>• With support from Clarion, forging links with local community groups, arranging and attending meetings to promote the programme and motivate their members to become digital champions or learn new skills.</li> <li>• Developing and implementing a recruitment and retention strategy for volunteer Digital Champions.</li> <li>• Responsibility for working with Digital Unite and Clarion on the recruitment, development, training and management of volunteers, ensuring those with the right skills are brought on board.</li> <li>• Becoming familiar with other support services in order to signpost residents as necessary.</li> <li>• Liaising with and working to the project plan lead by DU's Digital Champion lead project co-ordinator to ensure learners are matched appropriately with a Digital</li> </ul>   |

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|   | <p>Champion or referred to another organisation as appropriate.</p> <ul style="list-style-type: none"> <li>• Assisting with defining and setting up monitoring of the project with the wider delivery team- what is being monitored and how captured etc.</li> <li>• Complying with policies, practices and reporting requirements of the project; monitoring, recording learner sessions.</li> <li>• Reporting to the DU Line Manager on a fortnightly basis.</li> <li>• Liaising with staff and managers at Clarion to identify opportunities for the project.</li> <li>• Presenting the project internally within Clarion to ensure maximum support for the project.</li> <li>• Working with Clarion to source venues for sessions to take place.</li> <li>• Keeping records up to date on project activities.</li> <li>• Signposting vulnerable learners to additional training available.</li> <li>• Encouraging Digital Champions to upload activities and engage with other DCs in the DCN.</li> <li>• Any other activities which encourage Digital Unite’s delivery of the project to flourish.</li> </ul> |
| <p>Technical skill and /or familiar with</p>  | <ul style="list-style-type: none"> <li>• Microsoft Office programmes including Powerpoint and Excel.</li> <li>• Outlook email</li> <li>• An understanding of project management and online systems.</li> </ul>   |
| <p>Other areas of responsibility</p>          | <p>Supporting Clarion’s wider Digital Inclusion Strategy</p>   |
| <p>Short, medium and long-term objectives</p> | <p>These will be provided to the successful candidate at the beginning of the contract.</p>  |

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| <p>What kind of experience is likely to lead to this role</p>         | <ul style="list-style-type: none"> <li>• Experience supporting Project Managers in the delivery of development projects.</li> <li>• Knowledge of the social housing sector.</li> <li>• Effective communication skills including verbal, written and presentation skills.</li> <li>• Proven ability to work effectively both independently and in a team based environment.</li> <li>• Demonstrated willingness to be flexible and adaptable to changing priorities.</li> <li>• Strong multi-tasking and organizational skills.</li> <li>• Previously held roles as volunteer co-ordinator or manager.</li> <li>• Potential Digital Champions and learners will be over 18 and include staff, residents, members of the various local communities, people who are unemployed or retired, students, local charities etc so connections to, or understanding of, at least some of these groups would be an asset.</li> </ul> |
| <p>Required education and training for the role</p>                   | <p>Proficient in the use of Microsoft Office Suite of products</p> <p>Excellent written and spoken English</p> <p>Competent with a range of digital devices and applications</p> <p>Comfortable with social media and cloud based services like Drop Box, Basecamp and Smart Sheet</p>  |
| <p>Soft skills and personality traits deemed necessary to do well</p> | <p>Customer focused</p> <p>An interest in informal adult learning with an understanding of the life challenges of socially and financially excluded people and all the principles of digital exclusion.</p>   |
| <p>Location and travel requirements</p>                               | <p>Clarion operates across the whole of England and some travel will be essential, on average 4 days per month.</p> <p>Hot desking at Clarion's offices in Birmingham for at least 2 days per month in Birmingham.</p> <p>Occasional travel to Central London for DU team meetings</p> <p>The contractor shall provide their own equipment to carry out the role.</p> <p>Travel expenses will be reimbursed under the terms of the Digital Unite Travel Policy</p>  |