



Intact Digital Skills and Information Officer

Job Title:	Digital Skills and Information Officer
Salary:	£16,016 gross per annum (£11 per hour)
Hours:	21 hours per week
Responsibility to:	Chief Executive Officer
Reporting to:	Digital Programme Co-ordinator
Location:	Intact, 49 Whitby Avenue, Ingol, Preston PR2 3YP

Job Purpose:

1. Oversee the delivery of Intact's Digital Inclusion Programme
2. Recruit, manage and support Digital Champion Volunteers to deliver the service
3. Ensure the Intact IT suite is maintained to a high standard to support the delivery of the service

Specific Duties and Core Responsibilities:

Digital Inclusion Service

1. Ensure the provision of a first class service to promote digital inclusion.
2. Promote the use of reputable apps and websites for information, advice and finances.
3. Run digital and information drop ins
4. Provide online advice and guidance / sign posting
5. Make referrals into other services
6. Provide technical support to service users, volunteers and around the centre
7. Co-ordinate digital and information services
8. Provide services to develop digital capability, online applications, information, advice & assistance using the right channel
9. Manage and develop information to make it easily accessible.
10. Support beneficiaries in accessing online services i.e. energy saving websites, debt advice, NHS etc
11. Introduce beneficiaries to a range of social media to connect with friends and family. i.e Facebook, Twitter, YouTube, Skype on a 1-2-1 basis or to small groups.
12. Offer informal advice on keeping safe online i.e. guarding against identity theft, phishing, scamming.
13. Ensure Intact actively participates in marketing and promotion days
14. Develop workshops and briefing sessions to expand beneficiary's digital knowledge base.
15. Deal with immediate technical issues
16. Assist the Digital Programme Co-ordinator to ensure the smooth running of centre IT / Digital devices
17. Assist volunteers and staff in learning how to complete everyday digital tasks

Digital Champion Team

18. Manage digital champions and recruit and grow the volunteer team
19. Train Volunteers in relevant platforms - ie LMW, Intact email/bookings
20. Ensure that Digital Champions are supported and motivated through regular supervision sessions
21. Ensure that Digital Champions have opportunities to develop and be recognised for their work
22. Run Digital Champion meetings to provide support and guidance and gain feedback from volunteers
23. Co-ordinate and produce rota's for the Digital Champions team to ensure full cover
24. Deliver workshops aimed at newly appointed Digital Champions

Information Service

25. Signpost service users to other Intact services and reputable external agencies
26. Maintain Intact's reputation as a source of neutral and reputable advice
27. Ensure accurate records are kept of Advice and Guidance referrals

Publicity and Promotion

28. Advocate the benefits of getting on–line Eg; Job search, shopping, banking etc.
29. Ensure publicity and promotion of the digital inclusion services i.e. production of fliers; leaflets; utilising social media etc.
30. Utilise existing networks to promote the service and identify new ones.
31. Actively raise awareness of the IT service to local digitally excluded people and harder to reach groups at events and celebrations

Monitoring and Evaluation:

32. Measure impact / client record keeping
33. Monitor and record all evidence for the evaluation of the IT projects. i.e registration forms, initial assessments; user journey logs; evaluation forms
34. Keep detailed records of project activity and volunteers for the purposes of continuous monitoring including tracking Digital Champions and outcomes for beneficiaries that they support
35. Ensure that all beneficiary details are appropriately recorded and available for audit
36. Ensure evaluation forms are completed by all beneficiaries attending training/skills development

Other

37. Provide a quality service to beneficiaries and ensure a good standard of customer care is maintained
38. Carry out any other duties related to this role, where necessary
39. Volunteers and staff are ultimately responsible to the Board of Trustees
40. The Digital Skills and Information Officer will work under the direction of the Digital Inclusion and Project Co-ordinator. There is a requirement to attend regular supervision/support sessions and to attend other meetings, where appropriate
41. You will be required to work with staff and volunteers to ensure the effective running of Intact
42. You may be required to support others during busy periods and/or staff shortages, when necessary
43. You will be required to attend training programs as deemed appropriate.

You will be required to read the Intact Confidentiality Policy and Health & Safety Policy and to make yourself aware of and act on, your obligations to yourself and others under the Health and Safety at Work Act 1974. You will be required to work within the framework for Equal Opportunities set out in the INTACT Equal Opportunities Policy

CONDITIONS:-

Period of Contract – It is a position of 21 hours per week; i.e. Mon– Fri (days to be agreed) and weekends where necessary

Holiday entitlement – 25 days plus 8 statutory days pro rata.