

## JOB DESCRIPTION

**JOB TITLE:** Digital Inclusion Officer

**RESPONSIBLE TO:** Business Development Lead

**ROLE SUMMARY:** To deliver a Digital Inclusion Programme to increase digital knowledge and confidence; enabling community members to become digitally connected to widen opportunities, help overcome loneliness and isolation whilst enhancing knowledge, skills and independence.

**HOURS OF WORK:** 35 hours per week Monday to Friday with occasional exceptions; these will be agreed in advance.

**SALARY:** £23,870

**PLACE OF WORK:** Hybrid: Office based 151 Dale St, Liverpool; service delivery across ICC geography

### **RESPONSIBILITIES**

- To deliver and promote a Digital Inclusion Programme, incorporating the recommendations of the Fréa Digital Solutions Research Report
- Work with ICC staff and volunteers to identify community members who are digitally isolated and encourage participation in the programme
- Build strong relationships with external stakeholders and cultural partners to create an engaging and focused programme aimed at upskilling Irish communities.
- Develop and deliver a programme of support and learning for community members and volunteers to increase digital knowledge through safe 1 to 1 IT support, group activities and on-site workshops.
- Create a programme of online activities that enable community members to reduce isolation, reconnect with family and friends, rediscover roots and explore their heritage through access to culturally appropriate information.
- Offer one to one support and assist with guidance and training for volunteers and staff on navigating ICC internal systems and the health care and welfare system such as how to claim for universal credit
- Provide support for internal IT systems development
- Champion the Learn My Way programme and other suitable learning tools.
- Work closely with Volunteer Co-ordinator to recruit, induct and train volunteers to support the delivery of the programme
- Actively promote a community asset-based approach to learning, based on community strengths and skills; utilising these assets to plan and deliver the programme.
- Promote youth and intergenerational engagement sharing and celebrating skills, knowledge and experience

**GENERAL RESPONSIBILITIES**

- Apply the strategic vision of ICC as outlined in the latest business plan
- Work within budgets and identify innovative ways to minimise programme expenditure and also to raise funds for the organisation
- Ensure ICC maintains a high profile in all aspects of engagement and promotion
- Develop and maintain relationships with key stakeholders
- Comply with all relevant policies and procedures
- All staff are expected to work in a flexible way

## PERSON SPECIFICATION

ESSENTIAL KNOWLEDGE & EXPERIENCE	ASSESSMENT
Experience of delivering Digital training/online activities	A & I
Knowledge of the 'Learn My Way 'Programme	A & I
Knowledge of Post Covid Digital Inclusion initiatives	A & I
Excellent knowledge and experience of a range of IT applications and equipment (Microsoft Office, laptops, tablets, smart phones, printers, dongles etc.	A & I
Understand marginalisation and the particular experiences of Irish, Irish Traveller and Gypsy Traveller communities	A & I
Experience and understanding of Safeguarding, Health & Safety, GDPR, Equalities and Human Rights	A & I
Experience of networking and building effective partnerships	A & I
Good understanding of health and welfare services	A & I

ESSENTIAL SKILLS	ASSESSMENT
Excellent communication and empathy skills	A & I
Skilled in delivering learning programmes to people from diverse backgrounds	A & I
Proficient and broad range IT skills/expertise including online/virtual packages	A & I
Ability to deliver to deadlines and work under pressure	A & I
Skilled in developing programmes of learning	A & I
Ability to listen to people and assess their needs	A & I
Excellent organisational and planning skills	A & I
Ability to use own initiative and motivate others	A & I
Ability to keep accurate records, collate figures and write and deliver evaluation reports	A & I
Excellent problem solving and lateral thinking	A & I

BEHAVIOURS	ASSESSMENT
Commitment to the values of ICC	
Commitment to treating everyone fairly regardless of difference, being respectful and non-judgemental	A & I
Commitment to Asset Based Community Development	A & I
Commitment to personal and professional development	A & I
High expectation of self and others	A & I
Willingness to work flexibly in terms of both hours and location including evenings and weekends by prior agreement	I