

Groundwork in Cheshire, Lancashire and Merseyside.

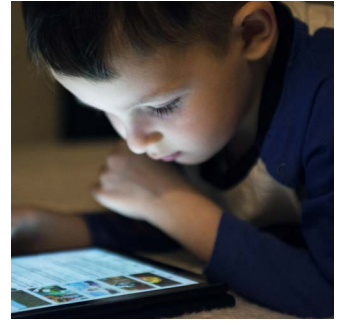
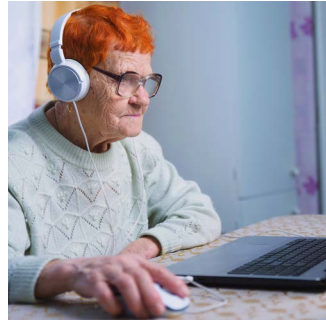
## Digital Inclusion Officer

Salary: £20,759- £25,929

36.25 hours per week

Delivery location: Blackpool libraries.

Fixed term to July 2022 with potential extension, subject to available funding.



# Your chance to help create a digitally inclusive community

We have an exciting opportunity to work as a Digital Inclusion Officer, delivering an innovative new project in Blackpool.

Groundwork delivers a diverse portfolio of programmes that support communities to become more active and resilient, develop and improve public spaces and build greener, safer and stronger neighbourhoods.

We are launching an innovative digital inclusion project in Blackpool in partnership with Blackpool Council. Our aim is to empower and encourage individuals who are digitally excluded or who have been isolating due to COVID restrictions, to engage in a programme of support that improves their digital awareness and reduces isolation. The project will promote the loaning of digital devices through the existing library service and increase local people's understanding of how to get online.

We are looking for someone with an excellent understanding of basic I.T. needs and experience of using Chromebooks to access the internet and applications. You'll also have excellent communication skills, a high level of patience and tact, and experience of working with people with complex needs.

If you believe you have the skills and experience we are looking for and are seeking a role that

### How To Apply

Full details of the post and an application pack are available by emailing: [recruitment.clm@groundwork.org.uk](mailto:recruitment.clm@groundwork.org.uk) or by calling 01942 821 444.

**Closing Date:** Friday 23rd July 2021 - Noon.  
**Interviews:** w/b 26th July 2021



**INVESTORS  
IN PEOPLE**



## Job Description & Person Specification

<b>Job Title:</b>	Digital Inclusion Officer
<b>Service:</b>	Employment & Skills
<b>Hours of work:</b>	Full time - 36.25 hours per week
<b>Pattern of work:</b>	9.00 am to 5.00 pm (includes 45 mins for unpaid lunch break) Flexible start and finish times to be agreed with line manager
<b>Office base:</b>	The Enterprise Centre
<b>Work locations:</b>	Blackpool Libraries
<b>Salary:</b>	Full time - Band 5-6 £20,759- £25,929 per annum
<b>Reporting to:</b>	Blackpool Employment and Skills Manager
<b>Responsible for:</b>	Not applicable
<b>Type of Contract:</b>	Fixed term to July 2022 with potential extension, subject to available funding
<b>Benefits</b>	Auto Enrolment Pension Scheme Annual Holidays - 25 days + Public Holidays - pro rata for part time staff Flexible working arrangements, depending on the needs of the role Employee Assistance Programme Appropriate training and refresher courses

## Background

1. Groundwork delivers a diverse portfolio of programmes that support communities to become more active and resilient, develop and improve public spaces and build greener, safer and stronger neighbourhoods. Our work changes physical landscapes and gives people the tools to improve their health and wellbeing, develop essential skills whilst tackling climate change and environmental issues.
2. We are launching an innovative digital inclusion project in Blackpool in partnership with Blackpool Council. Our aim is to empower and encourage individuals who are digitally excluded or who have been isolating due to COVID to engage in a programme of support that improves their digital awareness and reduces isolation. The project will promote the loaning of digital devices through the existing library service and increase local peoples understanding of how to get online.

## Scope of Role

1. To lead on the roll out of a digital lending scheme across Blackpool over a 12 month programme identifying need and demonstrating impact.
2. To support Blackpool residents to develop the skills and knowledge to use the internet to access information and activities which reduces loneliness
3. To train library volunteers to be able to provide 1to1 support to residents accessing the scheme across 3 pilot libraries.

## Main Duties & Responsibilities

1. To identify and work with individuals and groups to ensure they have appropriate access, skills and knowledge to access the internet for activities and information.
2. To plan and deliver basic introductory sessions on how to use a Chromebook for practical use and keeping in contact with people.
3. Develop positive relationships in the local community to encourage engagement and interest.
4. To work with the existing digital champions within the library service to roll the programme out, upskilling them to support people with digital literacy.
5. Monitor and report the number of individuals involved in the programme.
6. Monitor progress and distance travelled by individuals.
7. Produce personal journey stories on individuals who have benefitted from the programme.
8. Distributing equipment to individuals deemed digitally excluded.
9. Raising the profile of Groundwork Cheshire, Lancashire and Merseyside through project delivery ensuring where possible that projects are adequately publicised and promoted.

## Organisational Responsibilities

1. Investors in People - Groundwork Cheshire Lancashire & Merseyside is committed to maintaining its Investor in People (IIP) status and you are expected to support the ongoing development of IIP.
2. Health & Safety - All staff and volunteers have responsibility for ensuring that their working environment is healthy and safe and that staff and volunteers for whom they are responsible for, or working with, are not placed at risk. All staff and volunteers will be expected to familiarise themselves with and adhere to the current Health & Safety Policy.
3. Equal Opportunities & Diversity - Groundwork Cheshire Lancashire & Merseyside strives to be an equal opportunities employer and operates an Equal Opportunities policy. It also recognises the benefits that a diverse workforce brings to the organisation and welcomes this.
4. Data Protection - Groundwork Cheshire Lancashire & Merseyside endeavours to comply with the Data Protection Act 2018. It may be necessary to disclose personal data to funding bodies - where a role is funded externally - in order to comply with their funding requirements. If this applies to you we will inform you about what information is shared.
5. Personal Development - All staff and volunteers will be expected to participate in a broad range of personal development activities in line with best practice and take responsibility for identifying own learning needs in order to fulfil the requirements of the role and support career progression.
6. Corporate Training - All staff and volunteers will be expected to attend and fully participate in the Trust's Corporate Training Programme.

### Note:

This is a description of the job as it is currently envisaged at the date noted in the footer. It is the Trust's practice to review, from time to time, employee job descriptions and to revise them to ensure that they relate to the job that is being performed and/or to incorporate any changes being proposed. Any changes will be led by your line manager in consultation with you and any amendments will be approved by the relevant Service Director. You will have the opportunity, and are expected, to fully participate in such discussions. This job description is broad-based and is not intended to be an exhaustive list of all possible duties, as it is recognised that jobs may change over time. Should the duties change significantly, the post and salary level will be fully reviewed.

### Note to applicant:

Should you have any questions about the assessment methods, please don't hesitate to contact HR on 01942 821444 who will be happy to answer any questions and/or address any special requirements.

Employee: (name in caps)	Employee: (signature)	Date: (signed)



# PERSON SPECIFICATION

**Assessment Key:** A (application form), I (interview), P (presentation), E (exercise), R (role play)

	Essential (E) Desirable (D)		Assessment Method
<b>Education, Training &amp; Qualifications</b>			
GCSE Mathematics and English Language Grade C or above or equivalent		D	A
Safeguarding training – Level 3		D	A
AET(Award in Education & Training) or PTLLS Level 3 or above (CTLLS, DTLLS, PGCE, CertEd or equivalent		D	A
Digital literacy qualification		D	A
<b>Experience</b>			
Experience of working with individuals with complex needs	E		A/I
Experience of working with a range of agencies to support individuals to develop skills	E		A/I
Experience of training others and supporting people in a 1:1 environment		D	A/I
Experience of recruiting individuals onto programmes		D	A
Experience of health and safety, risk assessments and safeguarding processes		D	A
<b>Knowledge</b>			
Excellent knowledge of basic IT needs and how to use Chromebooks to access the internet and applications	E		A/I
An understanding of the needs and barriers individuals face when digitally excluded	E		A/I
Good understanding of local needs and communities across Blackpool		D	A
<b>Skills and Abilities</b>			
Ability to develop positive relationships with individuals	E		A
Pro-active and self-starter able to work with minimal supervision	E		A
Excellent communication and presentation skills, oral and written	E		A
An enthusiastic motivator, with patience and tact in abundance	E		A
To provide updates and evaluate the programme regularly	E		A
<b>Personal Qualities and Commitments</b>			
A commitment to understand and follow all GCLM Core Policies in all work practices.	E		A
A demonstrable commitment to the aims and objectives of Groundwork, ensuring awareness of the up to date Mission and Vision Statements.	E		A
Willingness to support the service team out of hours, including occasional evenings and weekends, as and when required.	E		A
Willingness to attend departmental/trust meetings/training events as and when required.	E		A
Ability to travel and distribute resources around Blackpool	E		A