

JOB DESCRIPTION

Job Title:	Project Coordinator (Digital Inclusion)
Responsible to:	Head of Operations
Responsible for:	Outreach Worker / Volunteers
Hours/Salary:	21 Hours per week / £15,201 pa
Location:	Age UK Birmingham Head Office (with travel across Birmingham)

Description of Service

Age UK Birmingham & Sandwell provides a range of services and programmes for people aged 50 and over.

Digital literacy is a top priority as it can help reduce loneliness, improve health and wellbeing, and provide opportunities for older people. In today's digital-focused society, it is important for everyone to have the skills to perform tasks such as paying bills, reporting housing repairs, and staying in touch with loved ones.

To address these issues, the Digital Champion Programme offers personalized support to help older people learn the digital skills they believe will be most beneficial to them.

Job Purpose

To successfully develop, manage and deliver the Digital Champion Programme to older people in the community by working with the wider local Age UK Birmingham team and trained Digital Champions.

The Digital Champion Programme supports older people to learn digital skills, raises awareness of the benefits of being online, and provides technology to those without access.

Principal Duties:

- Coordinate the overall delivery of the Digital Champion Programme to meet agreed deadlines and project goals.
- Ensure all project reporting to Age UK, including monthly activity and financial reports, is accurate and on time.

- Effectively support the team (paid and volunteer staff) to deliver a quality and impactful service.
- Coordinate/support recruitment, management and retention of the necessary volunteer resource to support delivery of the service.
- Match volunteer Digital Champions with older people effectively based on assessment on both volunteer and older person's needs, preferences and interests.
- Scheduling Digital Champion Programme support and managing the support provision calendar.
- Establish and maintain successful referral routes for older people into the service, internally and externally.
- Identify and cultivate opportunities within the community to market and promote the service and its benefits, including organising and attending activities and events.
- Oversee the coordination of the Digital Skills Sessions, including booking venues, organising travel and reimbursing expenses where necessary.
- Oversee the management of the Technology Loan and Donation Schemes, ensuring procedures are adhered to and technology provision is appropriately managed.
- Represent the service and Age UK Birmingham at external meetings as required.

Other duties

- To work to achieve the objectives of the organisations' Equality and Diversity Policies.
- To undertake any training required for the role and by the organisation.
- To participate in the supervision and appraisal systems adopted by the organisation.
- Adhere to the Health & Safety, information assurance, safeguarding policies and all other policies relevant to service delivery.
- To undertake any other duties commensurate to the post not specifically mentioned in this job description.

Experience and Knowledge:

- Knowledge and understanding of the wider issues that older people may face when accessing the online world and technology.
- Working knowledge of common IT devices and operating systems and digital applications that could benefit older people.
- Excellent organisational skills, and ability to manage multiple workstreams.
- An understanding of project management principles and ability to successfully manage projects with strong attention to detail.
- Ability to work flexibly and adapt to changing needs.
- Ability to meet deadlines and manage conflicting priorities.
- Ability to support other staff effectively within team structures.
- Experience working with a wider range of stakeholders from volunteers to management.
- Understanding of volunteer recruitment, management and retention.
- Also, Understanding of the importance of project evaluation.
- Understanding of budget management.
- Experience of marketing and promoting project activity to reach a wide range of audiences.
- Demonstrate an understanding and experience of working with people from different backgrounds with varying needs.
- Understanding and commitment to the principles of good practice in relation to equality and diversity.
- A good knowledge and understanding of safeguarding practices.
- Demonstrate a working knowledge of the Data Protection Act
- Understanding of Health and Safety as it applies to community-based delivery including risk assessment.

Personal Skills and Attributes:

- Excellent organisational and time management skills
- Excellent communication skills, being able to speak to older people from a wide variety of backgrounds, in one to one and group settings, and put them at ease.
- Ability to work with learners with different levels of knowledge and skill displaying patience and non-judgement.
- Confidence delivering both group and 1:1 activities with older people.
- Approachable, patient, empathetic, friendly, and able to get on with others and be a strong team player.
- Capable of hands-on problem solving and ability to generate ideas and solutions.

- Ability to communicate effectively, both in writing and verbally, with people at all levels
- Strong interpersonal and relationship building skills.
- Self-motivated and able to work on own initiative.
- Ability to respond to competing demands and to prioritise tasks.
- Ability to work to targets and outputs to achieve funding contract requirements.
- Ability to engage a wide range of stakeholders and cultures.
- Excellent IT skills e.g., Word, Excel, PowerPoint, and Client Management Databases

Other Requirements:

- Flexible and willing to work occasional evenings/weekends.
- Willingness to travel across Birmingham.
- Commitment to incorporating Equal Opportunities principles into all aspects of work.
- Enhanced DBS check
- Driving licence with a minimum of 2 years
- Car insurance which covers Class 1 Business use.

Education and Qualifications:

- Work-based experience.
- Evidence of training appropriate to the post