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# JOB DESCRIPTION

The Digital Champion programme will primarily address digital skills support, and provision of relevant technology and connectivity. Age UK Devon has received grant funding to deliver an 18-month programme (June 2022 until November 2023).

We aim to deliver a programme to tackle digital exclusion by embedding Digital Champions into frontline services, by providing ongoing support for older people to increase and improve their digital skills, and through the provision of loan technology to those older people without access.

**Role**

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| Job Title: | Digital Project Coordinator |
| Accountable To: | Active in Later Life Manager |
| Responsible For: | Digital Outreach Worker  Digital Champions (Volunteers) |

**Terms & Conditions**

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| Grade: | Operations/Business Support 2. |
| FTE Salary: | £21,000 - £24,500 depending on skills and experience. |
| Hours: | 30 per week.  Some evening and week-end work may be required for which Time Off In Lieu can be taken. |
| Place of Work: | Age UK Devon, 1 Manaton Court, Matford Business Park, Exeter, EX2 8PF (Hybrid Working). |
| Contract Type: | Fixed term until 30 November 2023.  An extension may be possible if further funding is secured. |
| Annual Leave: | 20 days holiday (pro-rata) plus bank holidays with 1 extra day for each full year of service, up to a maximum of 24 days holiday plus bank holidays. |
| Pension: | An Auto-Enrolment Pension Scheme is in place with a 3% contribution from the employer, provided it is matched by a 5% contribution from the employee. |

#### Job Purpose

To successfully develop, manage and deliver digital inclusion support service to older people through a team of trained Digital Champions.

#### Key Responsibilities

**Service Delivery**

* Initiate, develop and maintain relationships with key partners to promote the Digital Champion Programme for older people.
* Plan and coordinate awareness digital raising activities reaching 2,400 participants through talks, presentations, marketing materials (website/social media, poster/leaflet distribution), radio interviews, newspaper/bulletin/magazine adverts, taster sessions, local agriculture showsand promotional events.
* Plan and coordinate digital support for 300 participants through remote sessions (telephone or online), face-to-face group sessions at suitable community venues or 1:1 in participants’ homes.

* Match Digital Outreach Worker and Digital Champions to participants needing 1:1 support, taking into consideration their skills and competencies, interests, and availability.
* Coordinate the delivery of the Tablet Loan Scheme (10 devices) to 60 participants over the term of the programme. To include coordinating the purchase, set-up and distribution of tablets.
* Support participants to source permanent equipment once their Tablet Loan Scheme has ended.
* Work with the Communications & Office Administrator to produce marketing materials to promote the Digital Champion Programme.
* Work with the Active in Later Life Manager and Chief Executive to ensure the sustainability of the Digital Champion Programme beyond November 2023.

**HR Management**

* Recruit and induct 12 Digital Champion volunteers in accordance with Age UK Devon’s Volunteering Policy.
* Undertake online DBS checks for volunteers in accordance with Age UK Devon’s DBS Policy.
* Maintain volunteer HR records on CharityLog.
* Provide direct reports with:
* Leadership and motivation to ensure their understanding of the charity’s vision, mission, values, strategic aims and objectives, policies and procedures.
* Support and supervision in accordance with Age UK Devon’s Volunteering Policy.

**Financial Management**

* Ensure that work is delivered in a cost-effective manner, and in line with agreed budget.
* Participate in budget review meetings with the Chief Executive and Finance Manager.
* Support clients to make payments for sessions via BACs, Worldpay or SumUp.

**Quality and Monitoring**

* Ensure Learning Records are completed for all participants.
* Complete all monitoring requirements as defined within the grant agreement.
* Work with the Active in Later Life Manager to evaluate operational delivery to ensure the Charity Quality Services (CQS) standards are consistently applied.
* Encourage the views of older people to inform current and future service provision.
* Use quantitative and qualitative data to produce reports and statistics for the Chief Executive and Board of Trustees.

**Other**

* Ensure that all work is carried out in accordance with Age UK Devon’s policies and procedures.
* Liaise with other Age UK Devon staff to ensure clients receive all other necessary services and support.
* Attend staff meetings.
* Attend Board and Committee Meetings, as requested by the Trustees and/or Chief Executive.
* Represent Age UK Devon at meetings, conferences and events.
* Ensure that Age UK Devon works with Age UK, other members of the Age UK network, other national, regional and local voluntary, public and private sector organisations to promote the needs of older people and develop appropriate services.
* Undertake any other reasonable duties as requested by the Trustees, Chief Executive, or senior managers.
* Undertake any other reasonable and relevant duties appropriate to the role.

**Personal Performance and Development**

* Complete the mandatory employment induction including Communicating with Older People and Recognising Self Neglect training.
* Complete the mandatory e-learning modules during probationary period and annually thereafter.
* Actively participate in Age UK Devon’s Performance Management process.
* Maintain a commitment to professional development through a combination of formal and informal learning methods.

#### Age UK Devon’s Values

# We want to be known for:

* Improving the lives of older people in Devon.
* Providing expert, clear, confidential advice and information to empower informed choices.
* Listening to needs and valuing contributions.
* Promoting and enabling active and fulfilling later lives.
* Promoting independence and wellbeing.

#### Additional Information

Age UK Devon is an Equal Opportunities employer and positively encourages applications from suitably qualified and eligible candidates, regardless of age, sex, race, disability, sexual orientation, gender reassignment, religion or belief, marital/civil partnership status, or pregnancy and maternity. We guarantee an interview to all candidates who meet the minimum criteria.

Age UK Devon is committed to safeguarding adults at risk from abuse and neglect. We expect everyone who works with us to share this commitment.

This job description is a guide to the general duties required of the post holder. The duties and responsibilities may vary from time to time and the job description may be changed at any time with the agreement of the post holder. Such variations are a common occurrence and would not justify the re-evaluation of a post.

**PERSON SPECIFICATION**

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| **Experience** | **Essential** | **Desirable** |
| Developing and managing projects, including reporting on outcomes (minimum of 2 years’ experience). | ✓ |  |
| Project budget management. |  | ✓ |
| Managing staff and volunteers. | ✓ |  |
| Quality Assurance. |  | ✓ |
| Delivering digital inclusion projects/sessions. | ✓ |  |
| Working with older people, or other vulnerable groups, who need support. | ü |  |
| Working for a charity. |  | ü |
| Using a CRM database. |  | ü |
| Working from multiple bases e.g., home and office. |  | ü |
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| **Knowledge & Skills** |  |  |
| Understanding and appreciation of how digital exclusion affects older people. | ü |  |
| Understanding of the digital inclusion agenda. | ü |  |
| Excellent interpersonal, networking and communication skills. | ü |  |
| Ability to present confidently and effectively. | ü |  |
| Confidence delivering group and 1:1 activities with older people. | ü |  |
| Ability to create impactful session plans based on the needs of the participant/s who may have different levels of knowledge and skill. | ü |  |
| Highly organised, able to plan and prioritise work, meet deadlines and use initiative. | ü |  |
| Excellent IT skills (Microsoft Office Suite, Zoom, WhatsApp etc) and confidence in using different devices, including smart phones and tablets (Apple and Android), laptops, and smart speakers. | ü |  |
| Proactive and able to work both individually and as part of a team. | ü |  |
| Attention to detail. | ü |  |
| Sound judgement with good problem-solving abilities. | ü |  |
| Awareness of Age UK Devon services. |  | ü |
| Knowledge of Devon’s voluntary and statutory sector organisations. |  | ü |
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| **Other** |  |  |
| The legal right to work in the UK. | ü |  |
| Use of a vehicle, a valid driving licence and insurance for business use. | ü |  |
| Willingness to continue professional training and development. | ü |  |
| Honest and reliable. | ü |  |
| Patient and understanding. | ü |  |