

Job Title: Digital Outreach Officer

Responsible to: Head of Projects

Hours of work: 37.5 Hours per week

Contract Term: Permanent

Areas covered: North Yorkshire & Darlington

Office Base: Darlington

Salary: £24,000

Role Intro

We're looking for a Digital Inclusion Officer with a passion for all things digital to support older people to get online. If you have an interest working with older people to engage with technology we'd love to hear from you.

Role Purpose

- Work with the senior management team to plan and deliver a Digital Inclusion Project across Darlington, Hambleton, Richmondshire and Harrogate to support older people to access online and digital services
- Develop innovative programs to help older people overcome hesitance surrounding technology
- Promote the service to older people across our area using traditional and digital channels

Role Responsibilities

Digital Inclusion Project

- Develop and deliver training and awareness sessions for older people on low incomes in order to support them to access digital services
- Support and coach older people to build confidence and knowledge of technology
- Guide older people through setting up and resolving common broadband problems
- Be able to advise older people on purchasing good value devices and services
- Administrate the tablet "lending library"
- Promote the service within the delivery area
- Recruit, train and manage volunteers who can provide support for older people in their local area
- Support vulnerable older people in their own homes or communities who don't have the confidence or resources to attend groups
- To work with the Head of Projects to develop a monitoring and evaluation framework and to then to report outputs, outcomes and impacts on a quarterly basis

Essential Skills

- An interest in technology and willingness to learn and continually develop skills
- Experience of working in a similar role
- Knowledge of issues surrounding digital exclusion amongst older people
- Excellent communication and presentation skills
- Creative thinker with a passion for digital technology
- Be motivated, outgoing and an excellent team player
- Excellent written and oral skills
- Adaptable to varying workloads, prioritising tasks by importance
- Ability to recognise and resolve common IT issues
- Knowledge of Microsoft Office
- Excellent written/verbal communication skills
- Understanding of the need for appropriate quality standards and the ability to develop, implement and review policies in line with these standards
- Understanding of an ethical approach/high levels of professional and personal integrity
- The ability to prioritise a demanding workload and demonstrate a flexible approach to working to meet the needs of the organisation

Desirable Skills

- Project management experience
- Experience of working with and managing volunteers

Equal opportunities

We are committed to achieving equal opportunities in the way we deliver services to the community and in our employment arrangements. We expect all employees to understand and promote this policy in their work.

Health and safety

All employees have a responsibility for their own health and safety and that of others when carrying out their duties and must help us to apply our general statement of health and safety policy.

Confidentiality clause

Because of the nature of the organisation's work the Board of Trustees consider that customers are entitled to demand conduct of the highest standards from employees. All information about customers, staff and volunteers to which an employee has access must be treated with the strictest confidence. Failure to comply will result in disciplinary action being taken.

Special requirements

The post holder must be prepared to undertake an appropriate Disclosure and Barring service check and provide references in accordance with the agreed recruitment procedure.

Travel is an expectation of this post, a full driving licence and have access to own transport is required.