

JOB DESCRIPTION

1. JOB DETAILS

JOB TITLE	Digital Inclusion Officer
REPORTS TO	Creating Futures Manager
TEAM	Creating Futures
LOCATION	Mochdre
SALARY DETAILS	£26,031 pro rata / 20 hours per week – 12-month fixed term contract

2. PURPOSE

To work as part of the Creating Futures team leading the delivery of the Loan IT project, supporting tenants to access the internet and use a digital device.

3. WHAT IS CREATING ENTERPRISE

Creating Enterprise, part of Cartrefi Conwy, is an award-winning building and maintenance contractor based in North Wales.

We provide a wide variety of property maintenance services to the public and private sector and specialise in Modular Construction, building timber framed Passivehaus homes.

As a social enterprise, we're able to demonstrate a strong social value as we invest our profits back into employment initiatives via our Creating Futures Academy.

The Academy supports social housing tenants and local people with a range of employment services helping those struggling to find work get into a job, training or volunteering opportunities.

Creating Enterprise also holds the licence to deliver innovative Wales-wide learning and development programmes for companies, social enterprises and public bodies. Social Enterprise Academy Wales offers a variety of programmes from introductory level through to advanced supporting organisations through each stage of their growth.

4. MAIN ACCOUNTABILITIES

To coordinate the loaning of devices.

To work both individually and in small groups to support tenants to make best use of their loaned device and the internet.

To establish digital support groups in Cartrefi Conwy's communal areas and sheltered schemes.

To ensure that suitable tenants are referred to the project and are supported through the project.

To actively promote the project to Cartrefi Conwy teams -----

To work closely with the Volunteer Coordinator to recruit suitable volunteers and deliver Digital Champion training with support from Digital Communities Wales.

To be a point of contact for all tenants and volunteers on the project.

To monitor skills developed and journey of each tenant on the project.

To ensure all loaned devices are wiped after each loan, and that suitable apps are downloaded before each loan to encourage use.

To actively source tablets and digital device donations from local businesses.

To ensure that tenants continue to be supported at the end of their loan period.

Ensuring KPIs are being met in relation to numbers of people engaged and outcomes achieved.

To complete Baseline Questionnaires, monitor distance travelled and produce case studies.

To promote the work of the Creating Futures team in the community to attract more participants and closer working relationships with external organisations.

To work closely with all colleagues in the Creating Futures team, supporting each other as required.

To carry out any other duties within the individual's skills capacity.

5. CORPORATE ACCOUNTABILITIES

To actively support the overall delivery of Creating Enterprise's objectives to provide an excellent, innovative and truly customer focused service.

As a representative of Creating Enterprise, to promote and always maintain a positive attitude and image.

To positively promote Creating Enterprise's values, constructively challenging traditional ways of working, contrary behaviour or comments.

To ensure feedback is actively sought in order to inform service improvement for customers and develop more efficient and effective ways of working.

To ensure compliance with Creating Enterprise's Standing Orders, policies and procedures.

To support the development, review and implementation of policies and procedures, in particular of:

- Health, safety and welfare initiatives
- Creating Enterprises' principles on Equality and Diversity
- Risk management initiatives
- Performance management practices

To utilise ICT technology and systems effectively by developing appropriate skills, adopting efficient business processes, and maintaining data securely and accurately.

To work collaboratively where required.

6. WORK CONTEXT (environment, type of equipment)

The post holder is office based with a requirement to travel locally. The regular use of ICT systems and technology is an essential requirement of this post.

7. AUTONOMY AND DECISION-MAKING (limits and freedoms)

Work is typically self-paced. The post holder has the flexibility to decide what order tasks are done, however, all tasks will be expected to be completed to deadline or by priority set.

8. COMMUNICATIONS (the main communications that take place, frequency, purpose and method)

INTERNAL	Managers, supervisors and colleagues of Creating Enterprise and Group Cartrefi on a daily basis via email, telephone/ written communication and face to face.
EXTERNAL	A range of stakeholders, external partners and contractors via email, telephone/ written communication and face to face.

9. AREAS OF COMPLEXITY (what provides most stretch)

Prioritising a busy workload with, at times, conflicting priorities. Meeting the needs of a growing and changing company by demonstrating flexibility and openness to adapt.

10. AGREEMENT

Job Holders' Signature:

Date:

Line Managers' Signature:

Date:

Person Specification

Digital Inclusion Officer

SKILLS, KNOWLEDGE & EXPERIENCE		
Experience of supporting people in the community	Essential	Application / Interview
Awareness of the Welsh Government's Digital Action Plan, the Digital Divide and the Five Basic Digital Skills	Essential	Application / Interview
Driving licence and use of car* (Able to drive Category D1 vehicles)	Essential	Application / Certification
Excellent communication skills with the ability to motivate individuals to overcome their barriers	Essential	Application / Interview
Experience of measuring soft outcomes, distance travelled and producing case studies	Essential	Application / Interview
Excellent organisational and presentation skills	Essential	Interview
Proven experience of working to and meeting KPIs and targets	Essential	Application/Interview
Ability to develop positive working relationships with internal and external stakeholders	Desirable	Application / Interview
Excellent IT skills	Essential	Application / Interview
Willingness to work as part of a team, demonstrating a flexible approach, including being prepared to undertake occasional out of hours work	Essential	Application/Interview
Demonstrate an active commitment to achieving the goals and values of the Organisation whilst being a positive role model	Essential	Application / Interview
Welsh Language Skills (minimum level 3)	Highly Desirable	Application
Committed to our Values: Doing the Right Thing, Be Innovative,	Essential	Interview



Creating Enterprise are committed to Equality and Diversity in our activities

** Where disability precludes, this will be reviewed with candidates at interview stage to ascertain if there are any reasonable adjustments that can be made to this requirement.*

