

[Digital Inclusion Officer](https://www.charityjob.co.uk/jobs/age-uk-east-london/digital-inclusion-officer/708963)

Holbeck Together

Holbeck, Leeds, LS11 9NS

£8,000 per annum (part-time)

1 year, Part-Time – (13.5hrs Per Week)

**Job Description**

Project background

Digital exclusion has always been an issue for older people, particularly for those living disadvantaged areas in society. Being able to get the cheapest utility deals, bid for more suitable social housing or simply find out about what’s going on in their area is something many of us take for granted. The COVID-19 health crisis has further highlighted the digital divide between those who have the means to access the resources and opportunities available on the internet and those who do not.

We are excited to be re-focusing on a broad digital programme, which aims to genuinely connect older people to each other, to information and to activities.  This is one role within an expanding team which will be delivering and testing a range of existing and new initiatives and embedding the learning across our services.

Job purpose

* Establish Holbeck Together as a Digital Health Hub – A dedicated community organisation within South Leeds supporting service users to access relevant information and tools digitally to improve health and wellbeing and combat loneliness through activities.
* To work with colleagues across Holbeck Together services (e.g. Befriending, Volunteering, Community Services and Activities) to develop solutions to the digital divide
* To administer device loans and data resourcing.
* To conduct questionnaires, surveys and other data collection for evaluation of new and ongoing initiatives.

**Main tasks**

Digital Training

* To identify and work with older people individually and in groups to ensure older people have the skills and knowledge they need to access the internet for activities and information.
* Administration and stock management of device loans and data resourcing.

Programme Development

* Promoting the website to clients and to partner organisations
* To work with colleagues and support development of the wider digital programme with research and input into design, delivery and review. For example, working on the training content for the new Digital Buddy programme.
* To proactively engage older people in the co-production of new initiatives and feed this into programme development.

Admin

* To ensure an adequate and robust referral system is operating for older people to receive IT training and support.
* To ensure adequate and robust monitoring systems are in place for recording engagement in digital inclusion activities
* To collect monitoring information, including outcomes and customer satisfaction surveys, to enable services and new initiatives to be evaluated.

General

* To develop good relationships, with all agencies and services, to ensure they work together for the benefit of older adults.
* To undertake other duties and responsibilities appropriate to the post.

**Person specification**

**Experience**

* Experience of working on a one to one basis with a vulnerable and isolated client group.
* Experience of delivering digital inclusion activities for older people in groups and individually (Desirable).
* Experience of maintaining paper and electronic records and statistical data.
* Experience of providing high quality and fast-paced customer service.
* Experience of co-ordinating peers to deliver activities.
* Experience of training others.
* Experience of working with volunteers.

**Knowledge and Understanding**

* Understanding confidentiality policy and practice.
* Understanding and commitment to equal opportunities in practice.
* Understanding and commitment to empowering service users.
* Excellent understanding of user involvement and co-production.

**Skills/ Attribute**

* Excellent oral and written communication skills in English.
* Proficiency with Microsoft Office and experience of using databases.
* Good knowledge of conferencing software e.g. Zoom, Teams etc.
* Ability to work independently and collaboratively.
* Ability to work well under pressure.