**JOB DESCRIPTION**

**Job Title:** Digital Support & Information Worker

Supporting Active Engagement (SAE)

**Responsible to:** Project Manager

**Duration of Post**: 18 Month fixed term post

**Salary:** £22,658 per annum

**Pension:** 10% salary

**Hours:** 35 hours per week

**Purpose of Post:** To work as part of a small team, encouraging digital participation among older people by developing online information on their rights and entitlements

**DUTIES**

To maintain and develop the online content of our Rights4Seniors.net and POPNI.net websites.

To promote Rights4Seniors and POPNI websites.

To deliver the complaints session in the SAE training programme including an introduction to Resolver, the free online tool for complaints

To encourage older people to have a benefits check

To support the Project Manager to set up and monitor an effective referral mechanism for older people to avail of a benefits check with Advice NI member organisations

To celebrate volunteering by helping to organise and participate in volunteer recognition programs and special events.

To ensure Equal Opportunities and good practice in all aspects of the projects’ work.

To support the Project Manager to prepare reports and provide documentation required by the project steering group, Advice NI, the Big Lottery Fund or other stakeholders

To maintain databases and undertake any other administrative duties

To prepare articles, press releases and other reports as directed by the line manager

To participate fully in training programmes, both internal and external, as agreed by the line manager

To attend team meetings as required and participate in quality assurance

To represent Advice NI on appropriate outside bodies and co-operate with other relevant agencies

To undertake any other tasks as may be required by the line manager

**Digital Support & Information Worker**

**Job Specification**

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|  | **Essential** | **Desirable** |
| ***Education*** | Good standard of education | Third level or degree standard |
| ***Experience*** | At least one years’ experience of day-to-day content management of a website and of delivering digital and social media content  Demonstrated evidence of high standard of written English, proof reading and editing skills | Experience of delivering training  Experience of using analytics and monitoring tools to monitor and respond to user trends and behaviours |
| ***Skills*** | Demonstrated evidence of good presentation skills.  Excellent interpersonal and verbal communication skills (including the ability to communicate complex information in plain English) |  |
| ***Knowledge/***  ***values*** | Knowledge of digital best practice and trends (design, navigation, content, search engine optimisation, usability) and the management and structuring of content to meet users’ needs  Knowledge of copyright laws, data protection, accessibility and other appropriate legislation  Ability to work on own initiative and as part of a small flexible team and share knowledge  Have a commitment to the aims and principles of the project, e.g. equal opportunities.  Understanding of the core values of ADVNI | Sound knowledge of the voluntary / community sector in Northern Ireland  Knowledge of the social security system  Knowledge of the issues affecting older people.  An understanding of a rights-based approach to producing content for older people. |
| ***Personal attributes*** | Flexible approach to working hours.  Friendly and approachable manner.  Ability to work under pressure and to strict deadlines.  Accuracy and attention to detail. |  |
| ***Other*** | Current driving license and access to car |  |