

SUPPORTING COMMUNITIES

JOB DESCRIPTION

Job Title: **Digital Inclusion Officer**
(1 Year Fixed Term Post - To cover Maternity Leave)

Responsible to: Support Services Manager

Responsible for: Provision of a comprehensive digital training and support service to Supporting Communities staff, statutory and voluntary agencies.

Key duties and responsibilities:

- To provide a comprehensive digital training and support service to tenant and community organisations
- To provide comprehensive digital training and support services to statutory and voluntary agencies involved in housing and community development practice.
- To develop and deliver an accredited training programme in conjunction with OCN.
- Assist Department of Finance with key objectives of the Digital Transformation Programme
- Carry out research and provide reports and recommendations of Digital Inclusion Statistics throughout Northern Ireland
- To organise accredited training programmes for individual community groups, statutory and voluntary agencies
- Work with Supporting Communities Editorial Team in the development of external publications.
- Manage all work related social media platforms, and maintain Supporting Communities Website platforms.
- To organise training for individual community groups, statutory and voluntary agencies.
- To attend Support Services Team meetings and carry out work as required.
- To work as part of a multi-disciplinary team to provide a comprehensive service for communities.
- To develop and deliver individual bespoke courses in response to need
- Develop appropriate partnerships with key stakeholders.
- Research, develop and update training courses reflecting the needs of individuals, groups and organisations.
- To work with Support Services Manager to implement agreed policy and company objectives.
- Develop and implement strategic outcomes to ensure successful projects/initiatives

- Maintain an accurate up to date and detailed recording of work in a form which will not only facilitate supervision by Support Services Manager, but will be an aid to continuing the evaluation and monitoring.
- To develop a digital training programme on an annual basis.
- To develop and prepare all relevant digital training materials for all courses in conjunction with Administration (especially accredited programmes eg portfolios).
- Undertake all digital training as directed.
- To hold regular meetings with Support Services Manager to discuss objectives and progress.
- Hold regular meetings with relevant partnerships in relation to digital training and potential training opportunities.
- Attend regular staff and team meetings to ensure all Supporting Communities staff are kept informed of progress.
- To work alongside the Support Services Team in the development of external publications
- To provide regular ad hoc reports as required by Support Services Manager and Senior Management Team.
- Undertake any other duties as may from time to time be required.

Note

The duties listed are intended only as illustrations of the various types of work that may be performed. All duties listed are crucial to the organisation and the running order of these tasks should not demean the activity. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

Hours:	37.5 hours per week
Holidays:	25 days plus customary holidays
Salary:	NJC Pt. 28
Travel Expenses:	HMRC Fixed Rate
Pension:	Company Pension Available
Work Location:	N. Ireland wide
Office Base:	To be confirmed
Closing Date:	5th July 2017 at 12.00 Noon
Interviews:	Week commencing 24th July 2017

DIGITAL INCLUSION OFFICER PERSONNEL SPECIFICATION

- A Community Work Qualification or recognised 3rd level qualification
and
- At least 2 years recent (ie within the last 3 years) relevant experience of training delivery, in relation to IT and Digital Inclusion.
- Excellent communication, written, verbal and interpersonal skills.
- Hold a full current driving licence with access to a car.
- Project management skills and IT skills e.g. the use of training equipment.
- Knowledge of housing and social housing providers.
- Highly motivated and a commitment to high standard of professional practice.
- Ability to work as a team member.
- Excellent organisational ability.
- Flexible attitude to work and ability to attend work outside normal working hours.
- Ability to work on own initiative.
- Knowledge of current government policies and procedures in relations to Digital Inclusion which have an impact at a local level.

KEY BEHAVIOURAL COMPETENCIES

Behavioural competencies describe how an individual approaches a situation or activity similar to personal attributes.

The following outlines the key behavioural competencies for this role:

1. Communication
2. Meeting Customers' Needs
3. Innovation
4. Strategic Thinking
5. Thoroughness and Quality Conscious
6. Initiative
7. Integrity