

Job pack

A large abstract graphic composed of several overlapping, diagonal bands of color. From top-left to bottom-right, the colors are: dark blue, bright blue, magenta, orange, lime green, and a darker green. The bands are separated by thin white lines.

**Digital Inclusion Project
Coordinator**

This pack contains the following sections:

- About the employer: Age UK Sutton
- How to apply
- Role description and person specification

About the employer: Age UK Sutton

Age UK Sutton (AUKS) is an independent, local charity with a turnover of around £1.4m. The charity is a brand partner of Age UK, and as such benefits from membership of a network of similar small and medium sized independent charities across the UK, whilst being able to maintain a focus on local issues in the London Borough of Sutton.

The charity delivers a mixture of 'on demand' services, commissioned services, social and community activities, and is increasingly involved in local influencing and strategy. Age UK Sutton is the lead partner for the older people's strand of the Sutton Plan, the local plan to develop services and improve life for all residents in Sutton. The charity works extensively in partnership with a wide range of other local charities, community groups, and statutory bodies including the NHS and the Council.

We are a small charity with just over 30 staff, some part-time, and a cohort of over 50 further workers delivering variable hours in our 'Help at Home' support services. The charity also has over 40 volunteers in a growing cohort.

Age UK Sutton enjoys an open and participative working environment. We work to our core values of being supportive, professional and person centred. These are reflected in the way we work with older people, with each other and with our partners. A key element of all roles is to develop and maintain the organisation's working ethos and culture.

Age UK Sutton strives to provide a supportive working environment for all staff and volunteers in order that they can develop personally and professionally and acquire new skills. We are a flexible employer and pride ourselves on being a family and carer friendly workplace.

We are also a founding signatory of the #ShowTheSalary campaign so we have pledged to always show the salary when we advertise roles, to help close the pay gaps that exist in the sector and give all candidates a more equal chance of a fair wage. We also encourage and welcome applications from non-graduates. If there are any reasonable qualifications required for the role we will clearly state this and explain why.

How to apply

Candidates are invited to apply by uploading a CV and covering letter.

Your covering letter should relate to the person specification for the role in order to give you the best opportunity to provide clear examples of your experience that demonstrate your skills and knowledge.

Candidates are warmly invited to arrange an informal discussion with the recruiting manager, before submitting their application, which can be arranged by contacting Charlotte, Business Support Manager, on:

workforus@ageuksutton.org.uk
07577 130549

Please note that CVs not accompanied by a covering letter will not be considered.

Closing date for applications: Sunday 28th April 2024

Interview date: Wednesday 1st and Thursday 2nd May 2024

If you cannot attend this interview date, please let us know when you submit your application. If we invite you to interview we will always do our best to find a suitable alternative date.

The Role:

Digital Inclusion Project Coordinator

Part time 22.5 hours per week, fixed term contract until November 2025

£15,600 (£26,000 Full Time Equivalent)

The Service

Age UK Sutton delivers a programme called Let's Connect which aims to reduce loneliness and isolation for older people living in the London Borough of Sutton. The multi layered programme supports people to connect to the community through 121 support with our Community Connections Officers, accessing a varied activity programme delivered by Age UK Sutton and activity partners, and access to up-to-date information about what's on in the Borough. By creating personalised support plans, we work with older people to build confidence and make lasting connections in the local community.

We are proud to be part of the Age UK National Digital Champion Programme which aims to tackle digital exclusion. The digital programme will provide digital skills support, provide learning opportunities, loaning and provision of equipment to digitally excluded older people living in the London Borough of Sutton.

Role Purpose

To support development and then coordinate the Digital Champion Programme to older people living in the London Borough of Sutton by working with the wider team and trained digital champions. Working with the Digital Outreach Worker to identify older people who would benefit from support to get online and use technology. The Digital Project Coordinator will lead the delivery of group and 121 digital skills sessions and play a key role in coordinating volunteers and 121 support for clients.

Responsible to: Head of Wellbeing Services

Based at: Community based work across the Sutton borough and at the Age UK Sutton Offices, 1 Carshalton Road, Sutton SM1 4LE. Flexible and home working options are available to all staff.

Main duties and responsibilities (role profile)

- Coordinate the overall delivery of the Digital Champion Programme to meet agreed deadlines and project goals.
- Ensure recording of all data to support project reporting to Age UK which is accurate and inline with project deadlines.
- Provide comprehensive and regular updates to Age UK about the Programme by attending monthly calls and regular partner meetings as required.
- Support and contribute to the programme evaluation as necessary, for example, taking part in interviews or identifying volunteers and/or older people to participate in the evaluation, and supporting them to do so.
- Effectively support the team (paid and volunteer staff) to deliver a quality and impactful service.
- Coordinate/support recruitment, management and retention of the necessary volunteer resource to support delivery of the service.
- Match volunteer Digital Champions with older people effectively based on assessment on both volunteer and older persons needs, preferences and interests.
- Scheduling Digital Champion Programme support and managing the support provision calendar.
- Work with the Let's Connect team to establish and maintain successful referral routes for older people into the service.
- Identify and cultivate opportunities within the community to market and promote the service and its benefits, including organising and attending activities and events. (outreach worker)
- Manage all referrals generated in line with relevant procedures and reporting requirements.
- Oversee the coordination of the Digital Skills Sessions, including booking venues, organising travel and reimbursing expenses where necessary.
- Oversee the management of the Technology Loan and Donation Schemes, ensuring procedures are adhered to and technology provision is appropriately managed.
- As part of the team, contribute to wider discussions around digital inclusion and exclusion in local area and more widely.

This role profile is not intended to be exhaustive and is subject to review at the discretion of Age UK Sutton.

Person Specification

| | Skills/experience |
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| Personal qualities & attributes | <p>Excellent interpersonal skills, with the ability to communicate effectively with a wide range of people.</p> <p>Ability to work independently and on own initiative and as part of a team.</p> <p>Good administration skills with strong attention to detail.</p> <p>Good organisational skills and able to manage a varied workload and busy schedule.</p> <p>Understanding and appreciation of the issues and barriers affecting older people, and those around them, in relation to the digital skills agenda.</p> <p>Understanding of the role that volunteers play in service delivery.</p> <p>Willingness and motivation to support volunteers and older people to increase their digital skills.</p> <p>Willingness and motivation to work within wider teams to deliver high quality services and activities.</p> <p>Willingness and motivation to work with external partners and networks to share learning and increase access to digital provision throughout the community, provide complimentary activity and avoid duplication.</p> <p>A creative and flexible approach to meeting the outcomes of the project.</p> <p>An open-minded approach to individuals, avoiding judgement and stereotyping.</p> <p>A commitment to and understanding of equal opportunities.</p> <p>Confidence delivering both group and 1:1 activities with older people.</p> |
| Experience | <p>Experience working in partnership with a range of people and building relationships</p> <p>Experience of developing and coordinating projects which involve volunteers and volunteer management.</p> |

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| | <p>Experience of monitoring and evaluating projects and of reporting on outcomes.</p> <p>Experience of marketing and promoting project activity to reach a wide range of audiences.</p> <p>Working understanding of GDPR regulations and how to handle sensitive data</p> <p>A track record of successfully developing and delivering a service for older people or other vulnerable groups.</p> |
| <p>Skills and Knowledge</p> | <p>Excellent IT skills including Microsoft Office, Teams and Outlook.</p> <p>Ability to work with large amounts of data methodically and accurately.</p> <p>Knowledge of GDPR regulations and data management procedures.</p> <p>Working knowledge of common IT devices and operating systems.</p> <p>Excellent organisational skills, and ability to manage multiple workstreams.</p> <p>Ability to work flexibly and adapt to changing needs.</p> <p>Ability to meet deadlines and manage conflicting priorities.</p> <p>Understanding of volunteer recruitment, management and retention.</p> <p>Understanding of the importance of project evaluation.</p> <p>Awareness of relevant codes of conduct, ways of working and organisational and individual responsibilities when working with vulnerable people.</p> |
| <p>Other</p> | <p>Attend staff meetings, supervision, training and development meetings as required. Ensure all mandatory training is completed and repeated at agreed intervals.</p> <p>Participate in learning and development opportunities and take responsibility to identify your own learning needs as well as positively engaging with your manager in conversation around these.</p> <p>Proactively support service delivery across the organisation.</p> <p>Participate at Age UK Sutton events including occasional weekend and evening activity.</p> <p>Work within all Age UK Sutton's policies and procedures including Equality and Diversity, Health & Safety, Confidentiality, Consent, Data Security, Lone Working and</p> |

Safeguarding.

Undertake other general duties as may be deemed necessary by Age UK Sutton that are consistent with the level of the post and scope of the work, in a timely and effective manner.

Ability to access all parts of the borough easily (access to car preferable).