

Thank you for your interest in working at Citizens Advice Mid Mercia. The following information should give you all that you need to apply for this role and an idea about what it means to work at Citizens Advice.

**JOB TITLE:** Digital Learning Co-ordinator

Salary: £19,048

Hours of Work: 37.5 p/w

Location: **North East Derbyshire** (willingness to travel around Derbyshire, Derby City and surrounding areas)

Status: Fixed for 19 months – may extend depending on funding

**Closing Date: Rolling Recruitment**

Interview Date: TBC

Start Date: ASAP

## **TO APPLY**

**Please visit our website to download an application form** and job guidance notes here:

<https://www.citizensadvicemidmercia.org.uk/vacancies/#apply>

**Completed application forms** are to be sent to: [staff@citizensadvicemidmercia.org.uk](mailto:staff@citizensadvicemidmercia.org.uk)

## **Our CORE values**

**Communicate:** We will be consistent, positive, passionate, and listen.

**Ownership:** We will be accountable, make a difference, meet deadlines, keep promises and have solutions.

**Respect:** We will be honest, work with integrity, trust each other, be fair, tolerant and stand for equality.

**Effective:** We will deliver quality, focus on detail and be professional.

## **Overview of Citizens Advice Mid Mercia**

Citizens Advice Mid Mercia is an independent member of the Citizens Advice network, which is made up of the national charity and a network of local Citizens Advice members.

Citizens Advice Mid Mercia delivers free, impartial, independent and confidential advice, training, peer support and advocacy services. Services are delivered across South Derbyshire, Derby City, East Staffordshire (Burton-upon-Trent and Uttoxeter) and Tamworth.

Citizens Advice Mid Mercia has over 60 members of staff and many volunteers delivering services from four main offices and community venues.

## **The Role**

The main aim of the role is to support and help those digitally and socially excluded to improve their digital skills and learning until the 31st May 2023.

To support the organisation in providing digital advice, education and access to the community of North East Derbyshire and surrounding areas.

There is a particular focus on digital exclusion with people 50+ equipping them with digital skills.

The main job purpose will include:

- Provision of digital access, advice and training to members of the community.
- Raise awareness and promote the project across the geographical patch and target group.
- Recruit and support a team of volunteers within the project.
- Work in partnership with the local voluntary, community and statutory sector to develop digital access

## **Person Specification**

This is a fixed term contract, funded till May 2023, working to deliver digital access, advice and education across our geographical patch.

Main tasks of the role will include:

- To be responsible for delivering digital support to the public accessing our service via varying channels including F2F, telephone, email, skype or any other digital channel as required by our service users.
- Support the Tablet Lending service for local residents and provide 121 support and learning.
- Support and mentor a team of digital champion volunteers supporting the project.
- To be responsible for promotion and highlighting of the project to the community.
- To maintain accurate records of all work undertaken, creating and providing reports to the Digital Services Lead as requested.
- To maintain confidentiality and observe Data Protection guidelines.
- To ensure that accurate records are maintained and to monitor outcomes of support programmes.
- To continually review and develop the project and proactively improve the services CAMM provide to clients with a strong emphasis on digital platforms.
- To undertake any other duties commensurate with the post as the programme develops, as required by the Digital Services Lead.
- Support and utilise the Learn My Way Platform with clients

- Update management systems to record, capture and record key outcomes from service delivery.
- Support multiple funders such as HMRC, NED, SDDC in the delivery of Digital services and capturing outcomes.
- Willingness to travel to all areas within North East Derbyshire, around South Derbyshire, Derby City and surrounding areas if and when needed.

#### **Other requirements**

- Use of own car is **essential** – and can travel to various locations around Derbyshire.
- Delivered training in the past.
- Good organisational skills, digital capabilities to include
- Experience of project promotion
- Working to targets/monthly objectives.
- Record key outcomes from service delivery.
- Maintain accurate records and creating and providing reports as requested.
- Confident with developing the project and proactively improve the services.
- Ideally lives within North East Derbyshire

#### **Want to chat about this role?**

If you want to chat about the role further, you can contact Ali Rose by calling 07946 244766

In accordance with Citizens Advice national policy, the successful candidate may be screened by the DBS.

#### **Probation Period**

6 months – with possible extension if performance review is required.

#### **Benefits**

25 days annual leave plus bank holidays pro rata.

Up to 5% pension contribution.

In line with government and health regulation and changes, we regularly update our COVID-19 safety measures within the offices, for our services, and for enabling staff to work from home.

#### **Positive Employment**

A criminal record will not necessarily be a bar to you being able to take up the job.

We welcome applications from people with disabilities.