

# Job Description



<b>Job Title:</b> Digital Inclusion Coordinator	<b>Service Area:</b> Resident Engagement and Participation	
<b>Directorate:</b> PPP	<b>Post Number:</b> Fusion	<b>Evaluation Number:</b> 5841
<b>Grade:</b> PO2	<b>Date last updated:</b> 20 April 21	

## **People at the heart of everything we do**

We are committed to putting people – Newham residents and Council staff – at the heart of all we do. Our approach is a collaborative joint enterprise between residents, the Mayor, Members, Council staff and the Corporate Management Team.

## **Equality and diversity**

We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity policy in the course of their work.

## **Protecting our staff and services**

Adherence to health and safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good health and safety practices and manage risks appropriately.

## **Corporate parent**

We believe that every member of staff working for Newham Council should understand and fulfil our corporate parenting responsibilities for our looked after children that we have under the Children and Social Work Act 2017.

## **Overall Purpose of Job**

To change residents lives through digital access (devices, connectivity and training). Be an advocate for digital inclusion internally and externally, selling the benefits to residents and partners.

## **Job Summary**

Based in the library service the role will work with other council services, VCSO and local businesses to deliver access to digital devices, connectivity and appropriate digital skills. This will include the development and embedding of digital device lending; promotion of resources available in libraries and VCSO hubs; skills and training programmes in libraries; and a borough wide network of digital champions.

## **Key Tasks and Accountabilities:**

*Key tasks and accountabilities are intended to be a guide to the range and level of work expected of the post holder. This is not an exhaustive list of all tasks that may fall to the post holder and employees will be expected to carry out such other reasonable duties which may be required from time to time.*

### **To undertake all responsibilities listed below:**

- Develop a Hub and Spoke digital inclusion model across Newham, managed and coordinated by the library service
- Embed digital device lending into the BAU process of the library service
- Develop and embed excellent digital assistance practices with frontline teams ensuring appropriate safeguarding provisions are in place
- Manage a small team of Digital Newham officers
- Work with line managers across the library service to ensure that all frontline employees have the required digital skills to deliver a high quality and customer focused digital inclusion provision with an ongoing programme of skills development
- Work with the VCISO and other partners (new and existing) to secure new opportunities to develop and deliver digital inclusion projects
- Be an internal champion of efficient and quality assured digital inclusion provision, working with cross-functional teams to deliver projects
- Establish a digital inclusion reference group with VCISO, local businesses and other council services
- Support VCISO and local businesses as they build their capacity to deliver digital inclusion work to their specific audiences
- Embed digital inclusion into all appropriate library and engagement projects
- Lead on the continuous improvement of digital inclusion practices within the library service and advocate for high quality digital inclusion provision across Council services and external partners
- Develop the borough-wide digital champions network collaborating with established VCISO hubs to deliver training and placement opportunities
- Keep up to date with the latest developments, thinking and research in digital inclusion and be aware of key workstreams locally, regionally and nationally to improve digital access – reviewing and refining the local approach as required
- Work with colleagues across the Council including those in Legal, IT and information governance to ensure that digital inclusion work remains compliant, protects vulnerable residents and makes best use of existing contracts and frameworks.
- Build knowledge of funding streams and other opportunities available to local organisations delivering digital inclusion work
- Monitor and evaluate the impact of digital inclusion work through the collation of qualitative and quantitative data to evidence good practice and instil an agile lessons learned approach
- Deliver presentations and reports to key stakeholders, potential funders and prospective partners to raise the profile of the project and build long-term sustainability.

### **Other Duties**

- Support delivery of the library strategy, especially but not exclusively, in relation to Digital

- Work with library development officers on local, regional and national initiatives

# Personal Specification



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<b>Directorate:</b> PPP	<b>Post Number:</b> Fusion	<b>Evaluation Number:</b>
<b>Grade:</b> P02	<b>Date last updated:</b> 31 March 2021	

## IMPORTANT INFORMATION FOR APPLICANTS

The criteria listed in this Person Specification are all essential to the job. Where the Method of Assessment is stated to be the Application Form, your application needs to demonstrate clearly and concisely how you meet each of the criteria, even if other methods of assessment are also shown. If you do not address these criteria fully, or if we do not consider that you meet them, you will not be shortlisted. Please give specific examples wherever possible.

## EQUALITY AND DIVERSITY

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## PROTECTING OUR STAFF AND SERVICES

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CRITERIA- Essential	METHOD OF ASSESSMENT
<b>KNOWLEDGE:</b>  Understanding of the barriers to digital access and people-focused solutions to overcoming them  Understanding of working in local government and a political environment	Application and Interview  Application and Interview
<b>EDUCATION/QUALIFICATIONS</b>	Application and Interview

	<p>Application and Interview</p>
<p><b>SKILLS AND ABILITIES:</b></p> <p>Ability to work independently (including remotely) with minimal supervision</p> <p>Ability to work well with a team (in person and remotely)</p> <p>Ability to work collaboratively with a range of stakeholders to achieve a shared purpose</p> <p>Ability to problem solve and deliver innovative solutions</p> <p><b>EXPERIENCE:</b></p> <p>Experience of working in a library or other frontline transformative service and supporting people in a range of digital inclusion initiatives including access, assistance and training</p> <p>Experience of working with the VCSO to deliver shared objectives</p> <p>Experience of working with devices including smartphones, tablets, PCs and a proven ability to troubleshoot and resolve issues</p> <p>Experience of managing devolved budgets</p> <p>Experience of managing a small team</p> <p>Experience of delivering digital inclusion projects</p> <p>Experience of delivering digital assistance and digital skills training including working with marginalised or vulnerable</p>	<p>Application and Interview</p>

<p>people</p> <p>Experience of building capacity in partner organisations</p>	<p>Application and Interview</p>
<p><b>PERSONAL STYLE AND BEHAVIOUR:</b></p> <p>Positive, solution-focused attitude to complex situations</p> <p>Patience and calm manner in dealing with people</p>	<p>Application Form/Interview/Test</p> <p>Application Form/Interview/Test</p>
<p><b>OTHER SPECIAL REQUIREMENTS:</b></p> <p>Work evenings or weekends as required for project delivery</p>	<p>Application Form</p>