## Digital Inclusion and Communications Project Worker

## Working within the Programme Support Team

**Background Information**

SAVTE works with Sheffield communities and individuals to realise their potential through supporting the development of practical English language skills and volunteering leading to employability skills, and confidence to become more active, empowered and connected citizens. For more information please our website: <http://savte.org.uk>

We work in partnership with communities and community groups to respond to locally identified issues, through the provision of informal and inclusive volunteer-led English language support. We work with speakers of other languages, local organisations and relevant services to support people to improve their health and wellbeing or to progress into new opportunities whether these are learning, volunteering or employment.

Our provision is person centred and needs based and comprises of two complementary programmes:

**Digital Inclusion:** During the national lockdown in 2020, SAVTE transformed and transferred all provision online. The team very quickly discovered the high number of participants who found themselves digitally excluded due to the rapid increase of services being transferred online. SAVTE received funding from the lottery to employ a digital inclusion worker and distribute new devices to those participants who had no means to learn or access services online. 16 months on, SAVTEs provision has evolved to provide a blend of online and face to face provision, and digital inclusion is now fully integrated into our programmes. We have received new funding to extend this support for a further 12 months.

**Community and Volunteer Development Programme.** The CVD Team is focused on working in targeted communities, where we aim to recruit, and support volunteers, particularly from underrepresented communities, who are keen to try volunteering, to develop new skills, gain experience and grow in confidence to enable them to achieve their own personal goals, whether that be finding a job, continuing with lifelong learning, or becoming active in their communities.

**Learner Development Programme** – The LDP team’s focus is on providing English learning support to help learners develop everyday English skills and confidence. Our ethos is to support learners to overcome barriers to learning which sometimes include isolation so that they can progress onto other learning or volunteering opportunities.

Volunteers and participants meet 1:1 (face-to-face and/or online), in small groups (online), and in conversation groups (online and face to face). Our projects include ESOL Together (Family Learning with ESOL) and a new Digital Inclusion project.

Volunteering is a way to give your time and to do something great in Sheffield. We recruit, train and support volunteers to this programme who would like to develop new skills and gain new experience.

The Learner Development Programme and the Community Volunteer Development Programme work together in the context of the local community.

**Our Community Development** approach is to ensure that all our volunteering and learning activities help to grow community and individual resilience. Our activities facilitate community connections which not only help to develop language further but also make a valuable contribution to health and wellbeing, reduce social isolation and accelerate participation in society.

We work in partnership with a wide range of organisations in Sheffield, and we recently carried out detail mapping of 11 localities in the city, to understand local needs and issues so that we can better plan and deliver activities in partnership with local people and organisations to ensure that they meet the needs and aspirations of people in that particular neighbourhood (rather than a one size fits all approach). We work in targeted neighbourhoods and also deliver “traditional” conversation groups in areas where there is a need. All community activities are delivered by volunteers, and SAVTEs’ role is to support these activities through training, development opportunities and 1:1 support.

**Organisational changes as a result of Covid-19 –** *During 2020, SAVTE successfully transferred all of its learning and volunteering opportunities online. This included 1:1, small learning groups and informal conversation groups. We envisage that the next volunteer training course in June will be delivered online and that future learning provision will be a mix of online and face-to-face depending on public health restrictions and the individual learner’s circumstances and preferences.*

*Working arrangements for the SAVTE staff team – SAVTE staff will continue to work flexibly, both at home and in the office. We are a flexible employer, and our flexible working policy enables individual circumstances to be taken into consideration to ensure working patterns meet the needs of both the individual and the organisation.*

**JOB DESCRIPTION**

**Purpose of role**

Understand and respond to learners’ and volunteers IT needs and challenges and identify appropriate IT solutions, including the purchase of devices, setting up (including downloading relevant software) distributing and providing ongoing user support.

Support Online provision - including helping volunteers and learners access online conversation groups.

Maximise the accessibility of our provision for learners and volunteers by supporting participants and staff on digital accessibility enhancements.

Administer SAVTEs Social Media communications and input in to website (WordPress) updates and improvements

Provide programme support including data-input (Salesforce) and Google (G Suite) administration.

Identify any new opportunities to help improve SAVTE’s digital processes.

**Specifically**

**Supporting Learners and Volunteers with access to IT**

1.Assist the SAVTE team to identify and support learners and volunteers who are digitally excluded:

· Assess learner’s digital needs to inform appropriate inputs.

· Identify appropriate digital devices for SAVTE to allocate to learners.

· Set up equipment (including data packages) and deliver to learner’s homes in Sheffield

· Help learners get online and provide ongoing support for learners including accessibility enhancements.

· Contribute to measuring impact of the Digital Inclusion project.

2. Identify other digital support services and opportunities locally and nationally and refer learners on or support them to access other provision.

**Supporting SAVTE Delivery Programmes**

3. Support the SAVTE team to develop online IT training courses and resources to help develop IT competencies. Assist with the training and coaching of participants as required.

4Create online resources including video support resources to assist skills development. Provide advice and support to help ensure all SAVTE’s online resources are accessible to all beneficiaries.

5. Contribute to developing SAVTEs Digital Inclusion offer, including the development of safe online practices

**Providing Administrative IT based Support**

6. Assist the SAVTE team to improve the staff team’s use and administration of Google G Suite as required.

7. Contribute to data-input requirements to SAVTE’s (SalesForce) database to maintain participants’ records and ensure accurate reporting

**Social Media Communications**

8. Administer and develop SAVTE’s social media communications - including Facebook and Twitter. Assist with online fundraising campaigns.

9. Assist in making improvements to SAVTE’s website (WordPress)

10. Contribute to ongoing improvements to SAVTE’s digitally based communications strategy to raise SAVTE’s profile in order to increase awareness of SAVTE to ensure we reach a diverse group of volunteers and learners.

11. **General**

* Ensure that data security is maintained at all times – in compliance with confidentiality, safeguarding and GDPR requirements.
* Ensure all activities comply with SAVTE’S policies and procedures - Health and Safety, Safeguarding, Equity Diversity and Inclusion.
* Participate in supervision appraisal and team meetings.
* Identify your own training needs within supervision and attend training courses and events as necessary.
* Undertake any other duties as required consistent with the nature of the post.

12.The role includes travel within Sheffield boundaries to deliver equipment to learner’s homes**.** *Please note, we follow and adhere to social distancing and other public health guidance. We will discuss this and ensure that your role is fully risk assessed in accordance with guidance and your own personal circumstances.*

**Person Specification**

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|  |  | **Requirement** |
| 1 | Knowledgeable, confident and capable in a range of IT related skills especially with Google G Suite Administration, multimedia platforms such as Zoom, Google Meet, & WhatsApp. | Essential |
| 2 | Hardware set up and maintenance skills such as Chromebooks, iPad, PCs, mobile phones, built in data devices & external data device add-ons. | Essential |
| 3 | Understanding of Digital Inclusion issues and the additional disadvantages faced by people who speak other languages. | Desirable |
| 4 | Experience of working in diverse communities, this may also be lived experience | Desirable |
| 5 | Excellent communication skills, patient and supportive approach. | Essential |
| 6 | Ability to work on own initiative to organise, plan and prioritise own work programme, including when under pressure to meet deadlines. | Essential |
| 7 | Creative problem solving approach to work. | Desirable |
| 8 | WordPress, social media and other digital communications competencies. | Desirable |
| 9 | Able and willing to travel across Sheffield to deliver equipment and support learners or small groups adhering to social distancing measures. | Essential |
| 10 | Commitment to Equity, Diversity and Inclusion | Essential |
| 11 | Knowledge of GDPR and online safety principles. | Desirable |
| 12 | The role occasionally may require flexible working (out of office hours) to meet learners needs (TOIL can be taken) | Desirable |

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