

## Job Description

Job title	<b>Digital Inclusion Delivery Officer</b>
Location	Good Things Foundation operates a hybrid working model. However, you must be comfortable working in our Sheffield office at least twice per month. Travel to Sheffield to fulfil your role duties is considered normal commuting and the costs will not be reimbursed.
Hours	Full time, permanent
Reports to	Network Growth and Activation Manager or Community Engagement Manager.
Staff responsible for	N/A
Date	July 2024
Salary	£24,450
Benefits	<p>Excellent benefits:</p> <ul style="list-style-type: none"> <li>• 30 days holiday per year plus statutory bank holidays (pro rata for part time)</li> <li>• 10% Employer contribution to a personal stakeholder pension scheme (when you contribute 5%)</li> <li>• Option to exchange 5% of your pension contribution for a 4.1% salary increase (offered as opt in twice a year)</li> <li>• Up to £500 contribution for work related training (or £200 for personal development and £300 for work related training)</li> <li>• Life assurance (4 x salary) and income protection</li> <li>• Enhanced sickness and maternity pay (subject to qualifying criteria)</li> <li>• Confidential Employee Assistance helpline</li> <li>• Flexible and hybrid working</li> <li>• All employees with contracts of six months or more are invited to be a Member of the Good Things Foundation Staff Led Mutual. This gives you voting rights for Staff Board Directors and at the AGM (Annual General Meeting).</li> </ul>



Job Purpose

Good Things Foundation is the UK's leading digital inclusion charity, and our mission is to Fix The Digital Divide - for good.

The purpose of the Digital Inclusion Delivery team is to grow and strengthen the National Digital Inclusion Network - a membership Network of local organisations - and ensure that they, and the people they work with, benefit from the resources, services and support we offer to help those who are digitally excluded.

We provide members of the Network with.....

- Free digital inclusion services to help people access the internet and learn digital skills.
- Support to build their organisation's digital inclusion capability through events and training, grants and funding and helpful resources.

We are seeking two motivated and enthusiastic Digital Inclusion Delivery Officers who are passionate about building and supporting a movement to Fix the Digital Divide. You will be working to ensuring we deliver a quality service to the membership at all stages of their journey, which includes:

- Onboarding to the National Digital Inclusion Network
- Support with accessing our services and wider offer
- Encouragement to utilise our digital inclusion products

We are looking for someone who is resilient, able to take initiative, has excellent interpersonal skills and is passionate about providing a great experience for the membership.

This is a fast paced role, we need someone who is effective and collaborative, who has excellent IT, organisational and administrative skills.

## **Key Objectives and Responsibilities**

In your role as Digital inclusion Officer you will work with members of the team to provide a great end to end membership service. A full list of responsibilities is included below. This work is shared across the team and you may be required to support across more than one area in busy times.

### **Administration of the service**

- Support organisations to complete applications to join the network and apply for our services (Grant Funding, National Databank, National Device Bank)
- Review and assess information provide by organisations on their applications
- Monitor progress of organisations in their journey and if required develop and deliver plans to improve performance of the Network
- Create supporting documentation (presentations, guides, training manuals) that can be shared with the membership
- Provide administrative support to managers within the team

### **Communications and Engagement**

- Liaise with prospective members and wider digital inclusion stakeholders to promote the National Digital Inclusion Network
- Undertake a series of focused calls to engage our membership and perspective members in how they can benefit from our services
- Utilise different communication methods to build trusting relationship with members and prospective members
- Gather insights and stories from network members to improve the network offer and showcase exceptional digital inclusion delivery in local communities
- Deliver and facilitate online and face to face events where members of the network can collaborate and share best practice

### **Support and Training**

- Using online tools (Zoom, Eventbrite), deliver training sessions to the membership
- Provide training and supervision to volunteers
- Support the wider organisations in their engagement with the Network and advocate for the needs of the Network within Good Things Foundation
- Manage issues through to resolution, taking and working with teams from across the organisation to solve problems.
- Create and evolve a comprehensive knowledge bank to support with customer

queries

- Efficiently refer incoming communication to the right place within the organisation, through effective questioning and triage and following up with internal contacts to ensure effective resolution.

**Network data, management information and insights**

- Ensure quality data about network members is accurately entered and regularly cleansed on CRM, so that accurate, timely and relevant management information on the network is available for internal use and monitoring.
- Use and analyse CRM data and management information to monitor progress and inform decisions about where to improve.
- Use insights from the Research and Data Insights team to review what works and doesn't work in delivering the network growth plan and activation process to continuously improve our offer to network members.

**Accountability**

- You will be compliant with our corporate systems and processes, using them day to day and becoming champions of these.
- You will be willing to complete training to increase knowledge of corporate systems (currently Salesforce, G Suite, Monday.com and Slack.)
- You will always work in the best interest of the charity and our network.

**Person Specification**

<p>Good Things Foundation Behaviours</p>	<ul style="list-style-type: none"> <li>• We are collaborative</li> <li>• We are positive</li> <li>• We are creative</li> <li>• We are people focussed</li> <li>• We are curious</li> </ul>
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**Criteria**

We recognise that everyone has the potential for growth, and we welcome applications from candidates who can demonstrate that they have some, but not necessarily all, of the experience and personal attributes listed here.

<p>Experience</p>	<ul style="list-style-type: none"> <li>• Experience of working in a fast paced customer support role</li> <li>• Comfortable building relationships with people over the phone/video calls/in person</li> </ul>
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	<ul style="list-style-type: none"> <li>• Experience of delivering and facilitating online sessions</li> <li>• Experience of working in, or with, the voluntary and community sector</li> </ul>
Personal attributes	<ul style="list-style-type: none"> <li>• Flexible, adaptable and resilient</li> <li>• Proactive and a self-starter</li> <li>• Completer finisher</li> <li>• Ambitious individual willing to learn quickly with a 'can do' attitude</li> <li>• A confident communicator with excellent interpersonal skills</li> <li>• Invested in your own wellbeing and that of colleagues</li> <li>• Great team player who will support colleagues to deliver during busy periods, and also able to work independently</li> <li>• Enthusiastic about continually improving the service provided</li> </ul>
Knowledge and skills	<ul style="list-style-type: none"> <li>• Excellent administrative and organisational skills</li> <li>• Strong written and verbal communication skills</li> <li>• Proficient using Zoom and/or other communication platforms for online meetings</li> <li>• Excellent IT skills - familiarity with using Google docs to collaborate effectively</li> <li>• Ability to work well under pressure, especially when dealing with difficult queries and complaints</li> <li>• Ability to work from initiative to manage workload and projects effectively</li> <li>• Good time management, ability to prioritise, reprioritise and deliver to deadlines</li> <li>• Ability to analyse and understand information in spreadsheets/reports and to apply this to the service offered</li> <li>• Able to handle confidential information in a sensitive and trustworthy way</li> </ul>
Other requirements	<ul style="list-style-type: none"> <li>• The role holder must share Good Thing Foundation's commitment to equity, diversity and inclusion, and we would particularly like to hear from candidates whose professional and personal experience will bring new perspectives, understanding and capacity to the organisation.</li> </ul>

	<ul style="list-style-type: none"> <li>• To demonstrate a commitment to safeguarding vulnerable adults</li> <li>• To comply with our organisational Safeguarding Policies and Procedures</li> <li>• To satisfy our pre-employment checking process (see below)</li> <li>• To comply with our information security and data protection policies and procedures</li> </ul>
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Equity, diversity and inclusion is at the heart of Good Things Foundation's vision for a world where everyone benefits from digital. We believe that digital technology can support equality of opportunity, and ensure everyone can participate fully in today's society. Working towards this vision is only possible if Good Things Foundation is an organisation that is diverse and inclusive of all people. Our organisational values underpin our equity, diversity, and inclusion commitments. It is only through promoting inclusion that we can truly embody its values of being people-focused and collaborative. Being creative is a core value for Good Things Foundation and we understand that having a diverse workforce drives innovation and creativity. As an organisation, we are committed to ensuring that individual contributions are encouraged and valued. We recognise the significant benefits that can be achieved from striving towards a workforce that represents our partners in thousands of communities across the UK and further afield.

### **Safeguarding Statement and Pre-Employment Checks**

Here at Good Things Foundation, we work with vulnerable adults and are fully committed to ensuring their safeguarding and welfare at all times, in line with our Safeguarding Policy and Procedures. All of our employees, contractors and volunteers will be expected to comply with the policy and procedures. Upon a conditional offer of appointment being made, all employees will also be required to satisfy our pre-employment screening process, which for this position may include (either immediately or in the future):

- An identity check (photo ID)
- Receipt of two satisfactory references
- Documentary evidence of right to work in the UK
- A finance check
- A satisfactory Disclosure and Barring Service (DBS) check