

Job Description



Job Title: Charity Digital Connector		Hours worked: 4 days per week (0.8 full-time equivalent) Remuneration: NJC Spinal Points 18-21, dependent on experience Actual: £23,415 to £24,660 p.a. (pay award pending) 2 year fixed-term contract from summer 2024
Responsible to: Deputy Chief Executive Officer.	Responsible for: See 'Job Purpose' and 'Duties' below.	Key Contacts <ul style="list-style-type: none"> • All SCVO staff • SCVO Voluntary and Community Sector (VCS) groups and organisations • Digital project leads within local VCS organisations • Digital inclusion and transformation leads within Sandwell Council and local health providers

This job description is a guide to the work you will initially be required to undertake. It may be reviewed from time to time to meet changing circumstances and business needs.

Job Purpose

To foster and support a transformative 'culture change' within VCS organisations in Sandwell – including grassroots community groups, charities, social enterprises and faith communities - around how they make the most of digital resources and opportunities.

To adopt an 'asset-based' approach - building on existing skills and interest in digital - and to provide opportunities for staff and volunteers to access training and learning through a variety of means, the aim of which will be to enhance the digital capacity and capability of these groups and organisations.

To provide effective communication and a clear understanding of IT from a user perspective (as relevant to the VCS sector) to drive the success of this project.

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To meet the stated objectives of the project whilst shaping the ongoing delivery of support collaboratively, through facilitation of a digital peer network of VCS staff and volunteers

The primary objectives of the 'Get-IT Together' project are:

- An increase in the skills and confidence of voluntary sector employed staff and volunteers in using everyday IT for planning and managing their activities and embedding a positive digital culture.
- An increase in the digital capability of VCS organisations to develop and deliver support activities and services i.e. 'help using digital' (internally) and 'help to use digital' (externally).
- The development of a peer-led support network providing an informal forum for digital learning.

Specific Duties

- Develop, convene and facilitate regular meetings of a Sandwell VCS peer-led support network to enable sharing of information (including through briefings, demonstrations, and case studies), experiences and best practice.
- Enable relevant digital/ IT specialists to share information on a variety of different topics to encourage and enable better decision-making on how to develop their IT infrastructure and utilise digital within VCS organisations.
- Deliver skills training on everyday software and digital apps aimed specifically at Sandwell VCS organisations – including through workshops and 1-1 bespoke sessions.
- Offer guidance around Customer Relationship Management (CRM) systems, including how to identify the right CRM, how to approach data capture, how to use CRMs to add value to delivery and to track and report outcomes/ impact.
- Offer guidance around apps and software that might enhance service delivery, increase reach or capability to support clients, including software to increase accessibility, e.g. for non-English speakers, those with limited literacy, impairments, or limited abilities etc.
- Supporting organisations with a 'critical friend' review of their digital online profile to enable improvements in information provided to the community and their 'visibility', e.g. through improved websites and/ or social media.
- Collect, collate, and evidence outcomes towards overall pilot programme evaluation using a variety of methods – including methodologies for measuring the benefit(s) derived by beneficiaries i.e. capturing the *difference* that project support has made to their individual situations and, ultimately, their beneficiaries.
- Sharing of programme outcomes (more widely than just the immediate beneficiary cohort) to ensure that the learnings derived from the project benefit a wider cohort of organisations (and their beneficiaries).
- Effectively engage and respond to local VCS staff and volunteers to maintain, develop and market SCVO's corporate databases and portals with the aim of ensuring that portal data remains accurate and fit for purpose.
- Contribute to administration and content of SCVO communications media including website, e-bulletins and social media.

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- Develop and maintain office and administrative systems, including filing and electronic records. Support specific developments (projects) as/when they arise.
- Where there is relevant crossover, support staff with the introduction of digital tools and resources to ensure smooth implementation within the organisation.
- Support the maintenance of a library of digital resources including books, directories, manuals, electronic guides, etc.

General Duties

- Understand and promote the priorities, activities and best interests of SCVO, and of the VCSE Sector in Sandwell.
- Achieve agreed performance targets.
- Co-operate in the formulation of and development of systems for monitoring and evaluating the work of SCVO.
- Treat with confidentiality any information about any organisation, its staff, trustees or clients that is sensitive, personal or private.
- Provide information as appropriate and as requested to the production of the SCVO e-bulletin, other publications and databases.
- Participate in supervision and annual personal reviews.
- Identify and act upon personal and professional development needs to fulfil the ongoing requirements of the role.
- Work always with due regard for health and safety.
- Work harmoniously with colleagues and external partners, supporting others in their work.
- Cover the work of colleagues during holidays or absences.
- Attend SCVO Staff meetings and other relevant internal meetings.
- Share knowledge with colleagues to support SCVO to be a learning organisation.
- Adherence to all SCVO policies and procedures as laid out in the Staff Handbook.
- Ability and willingness to travel to visit all parts of the borough as required.
- Ability for occasional out-of-hours working (incl. evenings and weekends).
- Ensure that SCVO's commitment to the principles and practice of inclusivity and diversity are followed in all aspects of work.
- Carry out such other duties as may be required, commensurate with the grading of the post.

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Person Specification

The Person Specification outlines the main attributes needed to adequately perform the post specified. In drawing together the specification, a critical examination of the job description has been undertaken to pinpoint those elements of the post deemed as essential.

The Person Specification is intended to give prospective candidates a better understanding of the post requirements. It will be used as part of the recruitment process in identifying and shortlisting candidates.

	Essential	Desirable
1. Disposition	<ul style="list-style-type: none"> • Reliable and professional in outlook. • Approachable, patient, people-focused and with a helpful demeanour. • Strong attention to detail • Self-motivated and outcomes-focused. • Prepared and able to work to tight deadlines. • Ability to act with discretion and respect confidentiality. • Enthusiasm for working with individuals, groups and external organisations in a range of settings. 	<ul style="list-style-type: none"> • An innovative and flexible approach to achieving results. • Interest in developing new skills and competences particularly regarding relevant digital tools.
2. Education and Training	<ul style="list-style-type: none"> • Educated to A Level standard or equivalent, with GCSE (or equivalent) Maths and English. • Willingness to engage in training and professional development as required. 	<ul style="list-style-type: none"> • Qualification(s) relevant to the role e.g. being Microsoft Certified (or similar).

3. Experience	<ul style="list-style-type: none"> • Experience as an end user of a variety of digital systems. • Experience in using digital technology to improve personal and/or professional effectiveness and efficiency. • Experience of delivering training or facilitating groupwork 	<ul style="list-style-type: none"> • Previous experience of offering guidance around IT in a similar role. • Experience or knowledge of working within the community and charity sector. • Experience of delivering IT-related training.
4. Special Knowledge	<ul style="list-style-type: none"> • Knowledge and effective use of a range of digital tools and systems, that could include: <ul style="list-style-type: none"> - Microsoft 365 - Google/ G Suite - CRM/databases - Mobile and PC-based apps. 	<ul style="list-style-type: none"> • Knowledge of relevant digital tools and resources to support the role. • Knowledge and understanding of outcome framework tools.
5. Practical and Intellectual Skills	<ul style="list-style-type: none"> • Strong organisational and project management skills • Strong communication skills with people at all levels - face to face, by telephone and in writing. • Proficient and confident in the use of IT. • Ability to work under pressure and to manage and prioritise a varied work programme, while working flexibly to meet the needs of SCVO. • Ability to work in co-operation with a diverse staff team. • Ability to empower, motivate, support staff and work with colleagues in securing organisational goals. • A commitment to, and understanding of, the practical application of Equal Opportunities policies. 	