Job description and person specification

Job Title:	Digital Skills Advisor
Level:	Team member
Salary:	£16,646 (18 hours per week)
Team:	Resident Involvement & Wellbeing
Reporting line:	Community Investment Manager
DBS check required:	No
Contact length/Type:	Permanent

What is the purpose of my job?

As a Digital Skills Advisor I will support residents to gain basic digital skills, promote the Connected Together programme and support low income households to access low or no cost internet. I will be flexible to the needs of residents and embed a culture of empowerment and help Phoenix deliver excellent servcies. I will liaise with local partners and support the learning of residents experiencing digital by default services.

In my job I will:

Provide face to face support to local people seeking help to gain basic digital skills at the Green Man, WG Grace and other sites in the Phoenix Area.

I will support the Digital Togther programme and encouarge residents to make use of our online portal and help resolve issues that may arise

I will identify residents impacted by digital poverty and support access to our Connected Together and National Databank programmes

I will support the Community Investment Manager to gather impact assessments for digital inclusion work

I will support Phoenix staff and partners in the recruitment of community volunteers, and provide coaching to practically support volunteers who wish to be digital champions.

Encourage safe use of the internet, keep up-to-date information on local digital training & employment provision.

I will organise regular appointments, or activities to support residents improving basic digital skills at the Green Man & WG Grace. Including 1-1's and group sessions.

I will update CRM record of appointments, and ensure any enquiries are shared via CRM that relate to other teams

I will support Phoenix to highlight inequalities encountered by Phoenix residents, seek solutions and escalate issues in a timely manner.

I will celebrate successes, learner achievements and gather case studies to be shared in local and national communications.

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I will support embedding a culture for delivering services with empathy and share useful techniques with volunteer digital champions.

I will signpost residents to learning resources to contine their learning including Learn My Way or local communty education.

Attend other community engagement events to support the promotion of the digital inclusion activities described above

Be familiar with and act at all times in compliance with Phoenix's values, policies, procedures, standing orders and financial regulations.

Carry out other duties within the scope and spirit of the job, and in accordance with the level of the post, as required.

My health and safety obligations

In my role I have a duty of care under the Health and Safety at Work Act. This means I will be familiar with the relevant legislation and will work in a safe way. As a team member I will take responsibility for my own safety as well as my team's safety and work in collaboration with the Health and Safety Officer to minimise any potential risks.

My safeguarding obligations

As part of my wider duties and responsibilities I am required to promote and actively support Phoenix's responsibilities towards safeguarding. Safeguarding is about keeping people safe and protecting people from harm, neglect, abuse and injury. It is about creating safe places, being vigilant and doing something about any concerns I might have. It isn't just about the very old or the very young, it is about everyone who may be vulnerable.

This job description is not exhaustive and will be reviewed from time to time in consultation with my manager.

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Person Specification

Section	Criteria
Experience, Knowledge, Understanding	Experience of helping and supporting individuals to learn and use technology to improve their overall digital skills and confidence
	Significant experience supporting a wide range of current technology, including smartphones, tablets, laptops and PCs, Apple, Android and Windows operationd systems plus associated software and applications
	Confident and experienced in using the Internet, with a good understanding of creating e-mail and other appropriate on-line accounts
	An excellent understanding of safety, security and appropriate legislative issues as they affect the use of technology, e.g. transacting on-line - scams and other potential fraudulent activity, software licencing and use of personal data
	Knowledge of CV writing
	Experience of completeing online job searches & applications
Education and Qualifications	No qualifications necessary. A friendly, considerate approach is essential.
Skills	Excellent communication skills, both orally and in writing
	Ability to understand the varying needs and technology challenges faced by individuals from a wide variety of backgrounds in a diverse community
	Ability to work under pressure at times
	Ablitiy to trouble-shoot and problem solve a wide range of technical issues
	A good understanding of Microsoft Office and equivalent programmes
	E-mail and Internet confident using different systems and web browsers
	Ability to quickly understand an individual's digital needs to ensure that the most appropriate and timely help and support can be successfully delivered
	Ability to easily impart technical knowledge in a manner that is easily understood
	Ability to provide a wide range of help, support and digital training as necessary
	Negotiation skills
Equality and Diversity	Demonstrate commitment to equality of opportunity in employment and service provision.
Phoenix Strengths	Demonstrate commitment to the Phoenix Strengths: 1. Community 2. Customer 3. Consideration 4. Collaboration

*If you are a disabled person, but are unable to meet some of the job requirements specifically because of your disability, please address this in your application. If you meet all the other criteria you will be

shortlisted and we will explore jointly with you if there are ways in which the job can be changed to enable you to meet requirements.

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I will demonstrate the Phoenix Strengths as a team member:

Strength	Definition
Relating (Community)	People strong in Relationships are driven by making a difference to the community. They successfully build and maintain relationships with a wide range of people, being socially adaptive, and draw on these partnerships to help achieve objectives.
Teaming (Community)	People strong in Teaming work as a collective to achieve results that serve the community. They are always focused on the collective organisation, putting shared interests ahead of their own, and pride themselves on taking ownership as a team.
Serving (Customer)	People strong in Serving focus on the customer and take personal responsibility for meeting their needs. They love to help others and are always motivated by giving customers and colleagues an amazing level of service.
Doing (Customer)	People strong in Doing serve the customer by making things happen. They take an idea and bring it to life in a way that is practical and cost effective. They are motivated by handling multiple priorities and make informed decisions quickly.
Leading (Consideration)	People strong in Leading demonstrate consideration for the greater good. They demonstrate leadership and always do the right thing to help others, regardless of their role. They are always aware of the impact they have on others around them.
Flexible (Consideration)	People strong in Flexible demonstrate consideration towards others by being adaptive and supportive whenever things change. They love to juggle different priorities and naturally adapt their plans to find the best solution.
Sharing (Collaboration)	People strong in Sharing demonstrate collaboration by proactively sharing knowledge across service areas and deliver customer focused solutions. They keep themselves up-to-date with important developments in their work and the housing industry.
Celebrating (Collaboration)	People strong in Celebrating increase collaboration through their positive focus. They always have an optimistic outlook, focus on solutions, and build on the strengths of people and projects.

Additional core strengths:

Make it Better	People strong in Make it Better always spot what isn't working and look for ways to make it better. They love taking responsibility to make things more efficient and always see things through to the end.
Solution Finder	People strong in Solution Finder enjoy solving problems no matter how complicated. They are very resilient and make sure that issues are fully resolved before moving on.