

Job Description: Digital Inclusion Coordinator

Salary: £26,000 pro rata

Hours: 37.5 p/w with scope for flexible working (Initial Contract 4 months, renewal yearly to follow)

Location: Combination office working and workshop delivery in the community - we are based in City Centre Manchester.

Reports to: Digital & Marketing Manager + Operations Manager

Job Purpose:

To develop, promote and coordinate Lifeshare's digital inclusion and education projects.

Manchester Digital Collective (MDC) is aimed at tackling digital exclusion in Greater Manchester.

Role summary:

This role involves the coordination and delivery of digital skills workshops to clients and providing 1-1 support sessions for identified clients in need of additional support or alternative learning environments.

We're looking for someone who has previous experience facilitating and coordinating digital skills sessions, and is committed to helping bridge the digital divide to ensure clients have access to the benefits of technology.

The successful candidate will be responsible for developing, coordinating, and delivering the MDC's skill building component alongside partners across Greater Manchester and Salford

We encourage applicants from all backgrounds including those who have faced barriers to support.

Manchester Digital Collective (MDC)

Background

Manchester Digital Collective enables 'at-risk' young people to develop their digital knowledge and skills, empowering them to fully participate in society.

By providing the equipment, environment, and means to develop digital skills, vulnerable young people will be given the ability to use the variety of tools and digital resources they need to access and use online services. This will enable them to lead a meaningful and fulfilling life.

MDC's vision is for everyone to have equal access and opportunities to the life-changing benefits that the online world offers.

We do this with four key focuses:

- Devices
We offer a 'Device Bank' where individuals and businesses can donate any unused devices. We refurbish these and distribute them to those experiencing digital exclusion.
- Data
Through the 'National Databank' we are able to provide mobile data to those experiencing data poverty.
- Digital skills
We offer digital skills workshops in house and to our partners, alongside our courses on the e-learning platform.
- Awareness
We're a Collective of 22 members all dedicated to raising awareness to the issue and effects of digital exclusion.

Since beginning our journey we've:

- Distributed 751 devices to individuals experiencing digital exclusion
- Distributed over 12,000 GB mobile data
- Run 37 digital skills workshops to empower individuals with digital skills
- Been featured by:
 - The UK's leading digital inclusion charity, Good Things Foundation, as their 'Centre of the Month' and in their report around digital exclusion
 - The Greater Manchester Combined Authority
 - One of the best e-learning startups by BestStartUp
 - Digital Transformation EXPO Europe

If you want to find out more about us, you can:

- 1) Visit the [Lifeshare](#) and [Manchester Digital Collective](#) website
- 2) Visit Lifeshare's social media channels ([Twitter](#), [Facebook](#), [Instagram](#) and [LinkedIn](#))
- 3) Visit MDC's social media channels ([Twitter](#), [Facebook](#) and [Instagram](#))

*Information can be made available in other formats (for example, large print), so please contact us if you need to discuss what alternative format would be accessible for you.

How to apply

Please send your CV and a covering letter outlining how your skills and experience match this role to jobs@lifeshare.org.uk by the closing date of 25/10/2023.

Letting you know about your application

We will email you to acknowledge receipt of your application.

If you are shortlisted, you will be notified and we will send you the full details of the interview. We aim to hold interviews W/C 30th October 2023.

Key responsibilities

- Design and deliver digital skills workshops including our 'Zero to Hero' course across Greater Manchester while ensuring a person-centred approach
 - Engage clients to take up digital skills sessions, and deliver them with MDC partners each week.
 - Identify clients in need of 1-to-1 support and schedule sessions to identify goals and deliver a personal support plan.
- Build relationships with existing Collective members and partners to deliver suitable workshops + skills sessions.
 - Liaise with Collective members to gather feedback to develop and grow the MDC course library and offering.
 - Encourage Collective members to become active and contribute to the MDC.
- Update the e-learning platform to provide additional digital resources to engage and upskill those who experience digital exclusion; allowing them to access information, support and services
- Monitor and evaluate your learning sessions with a focus on student engagement and progress.
 - Pre-session goals sheets completed in collaboration with participants.
 - Post session evaluations completed by participants.
- Monitor and evaluate the project to prepare both qualitative (e.g. user journeys and case studies) and quantitative data for internal and external stakeholders.
- Adopt person centred, identity informed and strength based approaches in our delivery, to ensure we meet the needs of every person we work with.
- Managing volunteers from the local community to act as Digital Champions for the MDC
- Develop and suggested needed improvements to existing systems and processes to ensure effective operations of the project.

General

- To take personal responsibility for ensuring that designated duties are executed at all times in accordance with corporate policies and procedures.
- To carry out any other duties as may reasonably be expected of the post holder in line with the scope, spirit and nature of the job.
- To work in partnership with internal and external teams and stakeholders to ensure the best service is delivered for all service users.
- To carry out duties in accordance with the Policies and Procedures of Lifeshare including Safeguarding.
- To promote and implement Lifeshare's Equality and Diversity policy in all aspects of the post holder's work.
- To ensure value for money in all activities.
- To promote the core vision and values of Lifeshare.

No job description can be entirely comprehensive and the post holder will be expected to adapt and carry out such other duties as may be required from time to time, on the understanding that they will be within the individual's remit and capability, and consistent with the status and responsibilities of the role within the organisation.

For further information on Lifeshare's work visit www.lifeshare.org.uk