**Job Description**

**Job Title: Digital Volunteer Coordinator**

**Hours**: Part-time - 28 hours per week across 4 days – **Fixed Term 1 year**

*Please note we are seeking longer-term funding for this project.*

**Salary**: £23,998 (£30k FTE pa inc. OLW & 6% Pension)

**Responsible to:** Volunteer Centre Manager

**Background**

At Bexley Voluntary Service Council (BVSC), you will find a team who are absolutely committed to supporting a strong, sustainable, and influential voluntary and community sector that can make a positive impact on people’s lives in Bexley.

We work hard, we help each other and go out of way to help others and find solutions rather than focusing on problems. We are positive and proactive and, although absolutely focused on our areas of expertise, we work as a team so that BVSC is the best it can be. **Above all, everything we do is to strengthen our local Voluntary and Community Sector.**

We are looking for a dynamic individual to take on the day-to-day running of the Digital Champions project and network. Digital Champions are volunteers who inspire and motivate others to get online, while encouraging and supporting them to develop their digital skills and confidence. As the project continues to evolve, there will be an increased focus on Digital Champions placed in local health care settings across the borough. Digital Champions will operate at local community venues including Community Pharmacies, Phlebotomy clinics, and at community events, with a strong focus on NHS App promotion to Bexley residents. This is an opportunity to be at the centre of an exciting, innovative partnership project, working closely with the statutory and voluntary sector partners in taking the scheme into a new phase of development. If you are an individual passionate about community development and ensuring that digital inclusion remains an important part of the agenda in Bexley, we would love to hear from you.

**Key Duties:**

* To be the first point of contact for the existing network of Digital Champions in the borough, and support organisations to recruit, onboard and manage new Digital Champions.
* To directly manage a pool of Digital Champions under BVSC and lead on recruitment, onboarding, and training.
* To organise regular online and face-to-face meetings for Digital Champions.
* To develop and implement a communications plan that raises awareness of the Digital Champions Network in Bexley and of the challenges and opportunities digital inclusion presents.
* To explore new opportunities with partners and the sector more broadly in a way that aims to expand the digital champions project and create a more digitally inclusive culture for Bexley residents.
* To organise regular events, training and information sessions for Digital Champions based on needs.
* To collect data and write reports on the project for presentation to partnership committees and health and wellbeing boards.
* To represent Bexley Digital Champions at London-wide and national forums and conferences.
* Attend staff meetings, supervision and training as required.
* Identify, report, and monitor any safeguarding concerns in accordance with the latest local procedures relating to the appropriate service.
* To comply with, and share responsibility for ensuring the implementation of, BVSC policies and procedures and key legislation such as GDPR and Safeguarding.
* Undertake any other duties that may reasonably be assigned from time-to-time including travel throughout the borough to attend events, answer phone enquiries, occasionally on evenings/weekends, meet with volunteers and organisations.
* To support the Volunteer Centre on an adhoc basis with events, phone line queries and other general activities.

These are the normal duties which are required of the position; however, we do require that all staff be flexible and may be required to perform other duties to ensure the efficient running of services.

Please note that the base for this role is Engine House, Bexley, and will involve regular travel throughout the London Borough of Bexley.

**Person Specification**

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| **Essential** |
| Experience of working in a person-centred way in charity, health, or care services |
| Committed to improving lives and communities |
| Excellent interpersonal skills with experience of working with people from diverse backgrounds. |
| Experience of working within a framework of confidentiality and with access to sensitive personal data |
| Excellent IT skills including previous use of Microsoft Office and CRM database systems |
| Experience of demonstrating impact and user outcomes |
| A creative problem solver and able to prioritise a varied workload, managing conflicting priorities to meet deadlines |
| Ability to develop and maintain relationships with professionals and voluntary sector providers across the borough |
| Enthusiasm, flexibility and a positive ‘can do’ attitude |
| Must have access to own transport (car, motorbike, bicycle) and able to travel efficiently across the borough |
| **Desirable** |
| Existing knowledge of local voluntary services and resources |
| Experience of providing volunteer management and support |
| An understanding of health inequalities at a local, London-wide, and national level |
| An understanding of Health and Social Care Services |
| An understanding of volunteering policies and procedures |
| Organisational values, who have the right experience and skills for the role |

**This position will be subject to satisfactory references and DBS check.**