

Job Description

Job Title:	Digital Volunteer Coordinator
Hours:	Full-time - 35 hours per week across 5 days – Fixed Term 11 Months (0.8 fte/4 days per week will be considered) <i>Please note we are seeking longer-term funding for this project.</i>
Salary:	£32,770 pa inc. OLW + 6% pension pro rata
Responsible to:	Volunteer Development Lead

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 venues including libraries, GP surgeries, 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.

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

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

Closing date for applications is **9am Tuesday 14th October 2025.**

Interviews are likely to be held on **Monday 27th & Tuesday 28th October 2025.**

Please send your CV and a covering letter, outlining how you fit the criteria detailed

below and why you would like the position, to humanresources@bvsc.co.uk

If you require reasonable adjustments during the recruitment process, please email the above.

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 ad hoc 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.

Person Specification

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 build and maintain effective partnerships with professionals, community members, and voluntary sector organisations.
Experience of best practice related to volunteer support and supervision, including recruitment, training, and ongoing engagement.
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
Knowledge of the local voluntary and community sector and available support services in Bexley
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