

Job Description

Job Title:	Volunteer Coordinator – Digital Champions
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 pro-rata inc. OLW + 6% pension (£26,216 pro-rata inc. OLW + 6% pension if 0.8 fte/4 days per week)
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 our 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 an exceptional and passionate individual to lead and grow our **Digital Champions programme**. This is an exciting opportunity to work with volunteers, coordinate community projects, deliver training, and forge partnerships that make a real difference in people's lives.

At **Bexley VSC**, our Digital Champions break down digital barriers so that residents — particularly older adults, disabled people, and families on low incomes — can access vital services, stay connected, and feel empowered in an increasingly digital world.

In this role, you will **recruit, train, and support Digital Champion volunteers**, helping them provide hands-on digital support across community venues and local charities throughout Bexley. You will also **build new partnerships**, identifying opportunities for Champions to engage residents who need digital support the most.

As we enter the next phase of our programme, the importance of this work has never been clearer. The NHS is moving towards **personalised, preventative, and digitally enabled care**; local council services are increasingly online; and everyday tasks — from paying bills to applying for blue badges — require digital confidence. Many residents, however, lack the skills or confidence to navigate these services safely.

Our Digital Champions are **the bridge between residents and the digital world**, ensuring no one is left behind. This is a unique opportunity to inspire, enable, and support volunteers to make a tangible difference in the lives of thousands of Bexley residents.

Key responsibilities:

- Act as the first point of contact for Bexley's existing network of Digital Champions, supporting partner organisations to recruit, onboard, and manage new volunteers.
- Directly manage a pool of Digital Champions within BVSC, leading on recruitment, induction, training, and ongoing support.
- Plan and facilitate regular online and in-person meetings, networking opportunities, and peer support sessions for Digital Champions.
- Coordinate the Digital Champions project including planning activities, monitoring progress, tracking outcomes, and producing regular reports. Identify challenges or risks early and escalate them appropriately to ensure the project stays on track and delivers maximum impact.
- Develop and implement a communications strategy to raise awareness of the Digital Champions network and highlight the importance and impact of digital inclusion across Bexley.
- Identify and explore new partnership opportunities to expand the Digital Champions programme and foster a more digitally inclusive culture for residents.
- Organise training, workshops, and information sessions tailored to the needs of Digital Champions, ensuring they are confident and effective in their roles.
- Collect, analyse, and report on project data, producing insightful reports for partner committees, health and wellbeing boards, and stakeholders.
- Represent Bexley Digital Champions at London-wide and national forums, conferences, and events, promoting best practice and sharing learning from the programme.
- Participate in staff meetings, supervision, and training, ensuring ongoing professional development and alignment with BVSC priorities.
- Identify, report, and monitor safeguarding concerns in line with current local procedures, maintaining the safety and wellbeing of all service users and volunteers.
- Adhere to, and take shared responsibility for implementing, BVSC policies and procedures, including key legislation such as GDPR and Safeguarding.

- Undertake other reasonable duties as required, including travel across the borough to attend events, support volunteers and partner organisations, answer phone enquiries, and occasionally work evenings or weekends.
- Provide ad hoc support to the Volunteer Centre, assisting with events, telephone queries, and other general activities as needed.

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.

Equality, Diversity, and Inclusion: BVSC is committed to promoting equality, diversity, and inclusion in all aspects of our work. We welcome applications from all individuals, regardless of background, and are dedicated to creating an inclusive environment for our team.

Person specification:

Essential

- Proven experience in **volunteer management**, including recruitment, training, and ongoing support.
- Strong experience in **project coordination**, including planning, monitoring, reporting, and problem-solving.
- Experience in **developing and delivering training sessions** to volunteers or community groups.
- Excellent **communication and interpersonal skills**, with the ability to engage effectively with diverse communities.
- Ability to **build and maintain partnerships** with organisations, local authorities, and community stakeholders.
- Knowledge of **digital inclusion challenges** and enthusiasm for supporting residents to access digital services.
- Strong organisational skills with the ability to **prioritise tasks, meet deadlines, and manage multiple responsibilities**.

- Understanding of **safeguarding, GDPR, and health & safety requirements**, and commitment to ensuring compliance.
- Confidence in using **MS Office, digital tools and platforms**, including online meeting software.
- Flexibility to **travel within the borough**, with access to your own transport (car, motorbike, bicycle) to travel efficiently across the London Borough of Bexley.

Desirable

- Experience in the **voluntary, community, or health sector**, particularly in programmes supporting older adults, disabled people, or vulnerable communities.
- Knowledge of **NHS digital services**, online health tools, or local council digital initiatives.
- Familiarity with **monitoring and evaluation frameworks**, including data collection and reporting for funding or partnership purposes.

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

To apply:

Please send your CV, a detailed covering letter explaining how you meet each of the essential (plus any relevant desirable) criteria listed in the person specification (with clear examples or evidence), and a completed monitoring form to humanresources@bvsc.co.uk by Tuesday 2nd December 2025.