



Thank you for your interest in working at Citizens Advice Mid Mercia (Camm). The following information should give you all that you need to apply for this role and an idea about what it means to work at Citizens Advice.

JOB TITLE: Trainee Digital Co-ordinator – Full Training will be given, if you have transferable skills, can use android/Apple, basic Microsoft knowledge and can build rapport with people, this is for you.

Salary: £19,048 - £21,530 dependent on experience

Hours of Work: 37.5 p/w

Location: North East Derbyshire/Bolsover (Hybrid working (work from home, office and outreach venues) with willingness to travel around North East Derbyshire/Bolsover and surrounding areas)

Status: Fixed until 31st May 2023/ 31st August 2024 may extend depending on funding

Closing Date: Rolling recruitment - reserving the right to end early should a candidate be successful

Interview Date: TBC

Start Date: ASAP

The Service

The service is working in Partnership with Healthy North East Derbyshire Partnership and Bolsover District Council and our joint aim is to address digital exclusion by teaching people the five basic digital skills to support their online independence and, feel more included digitally. There is a particular focus on digital exclusion with people 50+ equipping them with digital skills.

We provide digital personalised learning sessions, to help people build up confidence, learn new skills and be able to use digital devices to increase accessibility to the digital world we now live in. We work across North East Derbyshire in a variety of outreach locations to allow easy access to learning by using community halls, hubs and local libraries which allows us to bring the service to as many people as possible.

Are you interested in the role and would like to find out more?

Do you have the knowledge how to access online digital platforms, are passionate about supporting others in need and, interested in joining a dedicated, professional team we would love to hear from you?

Please feel free to call or text Davina Lucas by calling 07947 950973 for an informal chat.

The Role

The main aim of the role is to support and help those digitally and socially excluded to improve their digital skills and learning across our geographical patch.

- Providing a learning provision for digital access, advice and training to members of the community.
- Raise awareness and promote the project across the geographical patch and target group.
- Recruit and support a team of volunteers within the project.
- Work in partnership with the local voluntary, community and statutory sector to develop digital access

Person Specification

- To be responsible for delivering digital support to the public accessing our service via varying channels including F2F, telephone, email, skype or any other digital channel as required by our service users.
- Support the Tablet Lending service for local residents and provide 121 support and learning.
- Support and mentor a team of digital champion volunteers supporting the project.
- To be responsible for promotion and highlighting of the project to the community.
- To maintain accurate records of all work undertaken, creating and providing reports to the Digital Services Lead as requested.
- To maintain confidentiality and observe Data Protection guidelines.
- To ensure that accurate records are maintained and to monitor outcomes of support programmes.
- To continually review and develop the project and proactively improve the services CAMM provide to clients with a strong emphasis on digital platforms.
- To undertake any other duties commensurate with the post as the programme develops, as required by the Digital Services Lead.
- Support and utilise the Learn My Way Platform with clients
- Update management systems to record, capture and record key outcomes from service delivery.
- Support multiple funders such as HMRC and NED in the delivery of Digital services and capturing outcomes.
- Willingness to travel to all areas within North East Derbyshire, around South Derbyshire, Derby City and surrounding areas if and when needed.

Overview of Citizens Advice Mid Mercia

Citizens Advice Mid Mercia is an independent member of the Citizens Advice network, which is made up of the national charity and a network of local Citizens Advice members.

Citizens Advice Mid Mercia delivers free, impartial, independent and confidential advice, training, peer support and advocacy services. Services are delivered across South Derbyshire, Derby City, East Staffordshire (Burton-upon-Trent and Uttoxeter) and Tamworth.

Citizens Advice Mid Mercia has over 60 members of staff and many volunteers delivering services from four main offices and community venues.

Our CORE values

Communicate: We will be consistent, positive, passionate, and listen.

Ownership: We will be accountable, make a difference, meet deadlines, keep promises and have solutions.

Respect: We will be honest, work with integrity, trust each other, be fair, tolerant and stand for equality.

Effective: We will deliver quality, focus on detail and be professional.

Positive Employment working for CAMM

- A criminal record will not necessarily be a bar to you being able to take up the job. We welcome applications from people with disabilities.
- In accordance with Citizens Advice national policy, the successful candidate may be screened by the DBS.
- 6 months – with possible extension if performance review is required.
- 25 days annual leave plus bank holidays pro rata.
- Up to 5% pension contribution.
- In line with government and health regulation and changes, we regularly update our COVID-19 safety measures within the offices, for our services, and for enabling staff to work from home