



Job Title: Digital Inclusion Assistant
Grade: Y4
Reports To: Digital Inclusion Programme Coordinator
Number of Reports: Nil

Key job element

- Assist to deliver digital skills to support Newcastle City residents to be able to access and use technology, supporting the shift to online platforms.
- Ensure that the activities carried out with residents promote online services first rather than using non digital transactional routes to improve and transform residents' lives.
- Deliver the right courses and support for residents of the city to enable them to be digitally, socially and financially included.
- Contribute to tailoring learning tools with Partners to build the skills for specific groups of residents.
- Assist in the planning and introduction of new delivery training models for digital inclusion activities.
- Facilitate training, support and motivate volunteers to become Online Champions.

Person Specification:

This area focuses on skills and knowledge required in the role.

Essential Criteria

- Well-developed verbal and written communication skills, including the use of IT systems.
- Excellent organisational skills and record keeping
- Demonstrable evidence of development of basic digital skills and getting online courses.
- Able to deliver basic training on the use of online platforms to adults with no previous experience of digital systems.
- Demonstrable evidence of supporting the delivery of courses that achieve stated aims and objectives and have a meaningful outcome for the attendees to improve their digital inclusion.
- Demonstrable evidence of promotion of digital inclusion to residents and partners.
- Evidence of commitment to customer service (internal and external) in all activities.
- Knowledge of mobile device platforms and the ability to troubleshoot basic setup and connectivity issues.

Desirable Criteria

- Experience of delivering learning via online learning resource, such as Learn My Way

All employees are expected to be flexible within the scope of the role

*Your Homes Newcastle's Core Values play an integral part in determining our culture going forward and ensuring a progressive, sustainable and healthy working environment for our staff. Our values, practices and behaviours are at the heart of this and how our staff do things is as important as what we do. Our values are Be **Ready**, Be **Amazing**, Be **Revolutionary**, Be **Energetic**.*

*It is no coincidence that our values spell out the word **RARE**. We want YHN to be known as "unusually good or remarkable" and an organisation with people that "stand out from the rest".*

We expect our people to demonstrate the following behaviours:

<p>Be ready - together we're prepared for anything:</p> <p>This value is about being "prepared, willing, eager and prompt".</p> <p>The behaviours we expect are:</p> <ul style="list-style-type: none">• Take responsibility to keep up to date• Take ownership• Make best use of time and resources• Own your development and that of others• Work as one team cooperatively• Be prepared to contribute• Be organised and on time• Share information, knowledge and good practice• Be adaptable and flexible
<p>Be amazing – we'll exceed expectations</p> <p>This value is about being "passionate, impressive, excellent and progressive".</p> <p>The behaviours we expect are:</p> <ul style="list-style-type: none">• Care about people and YHN• Take pride in what you do• Behave with sincerity and integrity• Be your best and inspire others to be theirs• Do right by our customers• Have a desire to make things better and improve lives• Be an advocate for YHN• Learns from mistakes
<p>Be revolutionary – have courage and be bold</p> <p>This value is about "leading the way, involvement in change, engagement, being radically new or different and being creative".</p> <p>The behaviours we expect are:</p> <ul style="list-style-type: none">• Prepared to be different• A positive influence on others• Consider and think of imaginative solutions• Decisive and unafraid to do what's best• Prepared to challenge constructively• Open-minded, tries to say 'yes' more than 'no'• Supports and promotes change

Be energetic – making every day count

This value is about “vitality, being interested, keen, inspirational and motivated”

The behaviours we expect are:

- Passionate in all you do
- Is up for the task
- Celebrates achievements
- Is able to “bounce back”
- Is motivated and enthusiastic
- Challenges poor performance and negative attitude