

# Job Description

<b>Job title</b>	Digital Inclusion Officer
<b>Profession</b>	Customer and Community
<b>Band</b>	F
<b>Directorate</b>	CCSO (Community Foundation)
<b>Accountable to</b>	Financial and Digital Inclusion Manager

## Job Purpose:

In this role you will develop and deliver Digital Inclusion projects and partnerships across Sovereign Network Group communities, ensuring our customers are empowered and able to access and benefit from being digitally engaged across all our geography and tenure types.

The Digital Inclusion Officer will be responsible for maintaining high quality data and working in collaboration to ensure appropriate digital support is delivered that aligns with the aims and aspirations of the corporate plan and Community Foundation strategy.

**Financial responsibility:** No financial responsibility

**People responsibility:** No direct or indirect reports

## Autonomy:

Within broad direction set by the Financial and Digital Inclusion Manager, this role will deliver key accountabilities.

## Key Accountabilities:

- Work collaboratively across the multi-disciplinary Community Investment Directorate, Chief Information Officer directorate and with other internal teams across SNG so customer (Digital Inclusion) offers, and support is understood and integrated and meets the needs of customers.
- Help to shape and continually improve the Digital Inclusion strategy across SNG's geography with a focus on innovation as outlined in the Thriving Communities strategy.
- Work with the Financial and Digital Inclusion manager to identify new delivery partners to work with to continue to build the digital offer to residents around digital equipment and access, digital skills and connectivity.
- Work closely with the Communications team to enable a proactive and inclusive internal and external communications approach to the service.
- Work with the Partnerships and Funding team to bring in external funding around Digital Inclusion priorities.

- Utilise performance management tools to manage contracts and proactively work with external partners to deliver desired outcomes
- Build and maintain key relationships with stakeholders in localities and others as agreed with Financial and Digital Inclusion Manager.
- Responsible for data related to Community Investment and fundraising as set out in SNG's data landscape.

### General

- Role model SNG's values and behaviours, fostering an environment of trust, transparency, inclusion, and employee wellbeing.
- Demonstrate everyone safe and well everywhere, every day by making health and safety a primary consideration in your decision making.
- Participate in learning and development opportunities and activities that develop personal effectiveness and assist in improving performance in the role. Ensure all core and mandatory training is completed and kept up to date.
- Undertake any other duties as may reasonably be required in line with the level of responsibility of the post and to meet the changing needs of the organisation.

### **Knowledge and Skills:**

#### Essential

- Knowledge of digital inclusion and awareness of the challenges facing individuals who are financially excluded
- Innovative and solution focused approach to supporting those that are digitally excluded to improve access, skills and confidence to technology and the on-line world
- Good communication and interpersonal skills
- Proactive and proven Stakeholder management skills across all levels of colleague and with external partners
- Ability to accurately record and validate information to enable us to assess impact
- Understanding of data breaches, associated implications and industry standards of preventing/triaging a breach.

#### Desirable

- Direct experience and/ or good understanding of the challenges faced by customers with vulnerabilities and in particular, those who are also digitally excluded.
- Contract management experience
- Fundraising experience

*This is an overview of the job and will be periodically reviewed and updated to ensure that the job description fully reflects the responsibilities required of the post holder.*

<b>Version</b>	<b>Job code</b>	<b>Author</b>	<b>Date created/modified</b>	<b>Effective date</b>
1.0	1325			
2.0	4656	Rebranding	March 25	
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