

Digital Skills Assistant

Job Description



£26,000 per annum (pro-rata) = £10,400 for 14 hrs/week

Hours to be worked flexibly (in person), preferably across the week

Background – our SKILLS project

Most jobs require some level of digital skills, and we believe it's very important to support people who are fearful of technology or feel excluded to gain skills, confidence, and access more opportunities. Our range of language classes, pre-employment and digital skills training have been very effective in moving people along the path towards employment, and also improving their independence and enjoyment of lives better engaged in the community and workplace. We have also provided increasing digital skills training to those who need to be better equipped for daily tasks that are now online, particularly applying for travel cards, pension credits, council tax reductions and energy rebates.

Key Relationships

Responsible to the Projects Manager.

Job Purpose

- To assist the Projects Manager in delivering the digital element of the SKILLS project (an integrated selection of language, employability, and digital skills training).

Duties & Responsibilities

- Provide **support and training to individuals** in the Island House community on various digital devices (including mobile phones, tablets and laptops) and platforms, including accessing Council services, booking GP appointments, applying for travel cards, blue badges and parking permits, communicating with family and friends or shopping online.
- Assist the Projects Manager in **delivering the Digital Skills group training sessions**, following an agreed syllabus, using a mixture of teaching, video and practical demonstrations (with the opportunity of leading these sessions, depending on competence and confidence).
- Provide **support to individuals requiring computer access** for online training, job searches and applications.
- Ensure that all **client registration and monitoring** is completed accordingly.
- Participate in **personal development** training and other learning activities as required.
- Maintain and uphold the **values and ethos of Island House**, including the culturally diverse nature of its workforce, activities, and services.
- **Any other duties** commensurate with the post, as required by the Projects Manger or Centre Director.

Digital Skills Assistant

Person Specification



Essential

- Good computer skills and competent user of MS Office suite and other relevant applications.
- Good working knowledge and proficiency with various digital devices and platforms.
- Excellent interpersonal and communication skills.
- Ability to train and educate individuals in a clear and concise manner.
- A passion for helping others and a desire to make a difference in the community.
- Able to work on own initiative, consider implications, make decisions, and adapt to changing priorities and circumstances.
- Class and individual teaching skills and experience.
- Ability to work positively with a diverse community in a community engagement role.
- Consistent and organised, able to create and maintain records appropriately.
- Committed to equality and diversity and understand how to promote this through working.
- Basic DBS check.

Desired

- Local knowledge and experience of the Isle of Dogs.
- Teaching qualification (at any level).

Please refer to the latest Island House Employee Handbook for other matters pertaining to this post.