

Job title	Digital Champion/Project Coordinator
Salary	£28,785 (Pro rata 21 hrs/week = £17,271)
The role/project	The project seeks to address digital exclusion within the Armenian community and those connected to them. The project will complement CAIA's advice work and offer additional value to service users, such as jobless, refugees/migrants, carers, older people and people on low incomes.
Key tasks/objectives	<ul style="list-style-type: none"> <li>• Engage with/target socially isolated Armenians, and those connected to them, who are digitally excluded and lack basic IT skills.</li> <li>• Develop and organise regular 1-2-1 support and workshops to address digital exclusion, such as basic IT skills, internet/social media and digital communications for everyday use.</li> <li>• To introduce/encourage use of online resources to explore information about services and decision-making structures that impact daily life.</li> <li>• Provide volunteering/work placement experience to participants, as a progression route and to develop digital skills further.</li> <li>• Recruit digital volunteers to link project beneficiaries and provide additional support.</li> <li>• Work in partnership with other voluntary organisations and locally available resources</li> <li>• Monitor and keep records of progress for project evaluation reports</li> </ul>
Key skills/attributes	<ul style="list-style-type: none"> <li>• Essential that you speak Armenian and English (additional languages an asset) given this role is placed within the Armenian community.</li> <li>• Great communication skills, spoken and written, and experience of working effectively with others as part of a team.</li> <li>• Reliable, patient and trustworthy</li> <li>• Good IT and digital skills</li> <li>• Flexible approach/able to work with others/project team</li> <li>• Committed to Equal Opportunities</li> <li>• To be able to recognise and work within personal and organisational boundaries</li> <li>• An understanding of the need for confidentiality</li> <li>• A non-judgemental approach</li> <li>• Good communication and listening skills</li> <li>• Good problem-solving skills</li> <li>• Willingness to work without direct supervision</li> </ul>
Experience required	<ul style="list-style-type: none"> <li>• An interest and experience in general IT with a good understanding of Microsoft Office, Social Media and online communication platforms.</li> <li>• Ability to use and explain the use of the internet, Wi-Fi, tablets, smartphones and laptops.</li> </ul>

	<ul style="list-style-type: none"> <li>• General knowledge on the benefits of using technology to assist with daily tasks and activities.</li> <li>• Teaching experience would be an advantage</li> <li>• A comprehensive understanding and adherence to equality and diversity legislation and how it is applied in all aspects of the role.</li> </ul>
Benefits	<ul style="list-style-type: none"> <li>• The opportunity to develop your own skills and knowledge about digital technology.</li> <li>• To be a part of a team who are making positive change within the Armenian and local community.</li> <li>• Imparting your knowledge and skills for the benefit and empowerment of vulnerable groups.</li> <li>• Free DBS certification</li> <li>• Annual leave 28 days inclusive of bank and statutory holidays (PRO RATA)</li> </ul>
Reporting to	Misak Ohanian (CEO, Centre for Armenian Information and Advice)
Other working relationships	CAIA Advice Worker
Additional information	<a href="https://onedigitaluk.com/knowledge-hub/developing-a-digital-champion-project/">https://onedigitaluk.com/knowledge-hub/developing-a-digital-champion-project/</a>  <a href="https://www.goodthingsfoundation.org/">https://www.goodthingsfoundation.org/</a>