

Job Title: Digital Inclusion Engagement and Partnership Officer

Job Grade: 4.1 - £43,004 to £49,131

About Camden

Camden is building somewhere everyone can thrive, by making our borough the best place to live, work, study, and visit. Because we're not just home to the UK's fast-growing economy. We're home to the most important conversations happening today. And we're making radical social change a reality so that nobody gets left behind. Here's where you can help decide a better future for us all. A key part of our Digital and Data Services (DDS) department, our Technology Service provides secure, innovative, efficient, and scalable technology solutions and the overall service delivery wrap that empowers our Staff and our Citizens. We are a team of collaborators and knowledge sharers working in an agile, fast-paced environment.

About the Team:

The Technology Adoption Team is a dynamic, cross-disciplinary team built with the purpose of fostering a pro-active digital learning culture while working with our users to solve the business problems of today using our growing productivity toolset.

We relish solving business problems alongside our users, supporting colleagues in finding new and exciting ways to work effectively in Camden's hybrid digital world of work. We develop solutions that work, with our users alongside every step of the way, building their confidence with technology through everything we do. We're always curious, love to experiment and test the latest updates across our cloud-productivity toolset to ensure we're delivering the best value to our users and the citizens of Camden.

About the Role:

As the Digital Inclusion Engagement and Partnership Officer, you will spearhead outreach and partnership coordination efforts to enhance community awareness of Digital Inclusion initiatives.

The role will involve building relationships with local community organisations, business and Camden's internal departments. Using these connections and relationships to identify and develop joint digital inclusion initiatives to work together to maximise impact.

You'll be responsible for the development of our timetable of outreach community bus activity and growing our digital champions volunteer network. Alongside other novel areas of work as you work to identify and initiate them with our stakeholders and partners.

Key Responsibilities for this role include:

- Outreach and partnership coordination including managing a digital inclusion network to engage external and internal stakeholders.
 - Lead, develop and manage our digital inclusion outreach network to raise community awareness, open collaboration opportunities and raise the profile of Digital Inclusion initiatives.
 - Research and monitor the national landscape of digital inclusion policies, initiatives, and best practices, and share relevant insights and updates with the network and the team.

- Establish and maintain relationships with national organizations and agencies that work on digital inclusion, such as DCMS, Ofcom, Citizens Online, and others, and explore opportunities for collaboration and learning.
 - Identify and invite national and regional experts and speakers to present at network meetings and workshops, and facilitate knowledge exchange and discussion among participants.
 - Showcase Camden's digital inclusion projects and achievements at national and regional events and platforms, and seek feedback and recognition from peers and stakeholders.
 - Evaluate and report on the impact and outcomes of the network activities and the national partnerships, and provide recommendations for improvement and innovation.
 - Design, lead and coordinate content and workshops for network meetings, bringing in HoS, local and national business, national and 3rd sector organisations to support the networks work and aims.
 - Generate leads and lines of enquiries through the network. Meeting and leading ideas sessions with local community organisations to identify suitable locations for digital inclusion sessions and novel new digital inclusion interventions from Camden's services.
 - Developing business cases for approval alongside identified partners. Leading on bringing together community and national partners to develop joint digital inclusion initiatives with LOTI, The Good Things Foundations and other key providers – developing ideas and initiatives to pass to the wider Digital Inclusion Team.
- Overseeing the growth, logistics, management of the community volunteer Digital Champions Network, including recruitment, onboarding, placement development and tracking of activities and impact.
 - Manage events for the Digital Champion Network, including event planning, operations and marketing. This involves events for recruiting, training and getting feedback from volunteers.
 - Provide ongoing support, guidance, skills training and coordination to volunteer Digital Champions in the community.
 - Plan and deliver training sessions online and face-to-face for different digital tools and online services, using a 'train the trainer' approach to delivery. Assess their effectiveness.
 - Plan and implement strategies to raise awareness of the Digital Champions network internally and externally, and attract new volunteers to meet recruitment goals.
 - Create and execute recruitment plans for the hard-to-reach community areas, working with partners to increase impact and reach.
 - Build long-term external partnerships with community groups to find volunteers and identify areas of need for sessions.
 - Track and monitor the metrics and impact of all community champion activities, and proactively improve and develop the network to increase impact and reach over time. Use analytics and dashboard tools as needed.

- The post holder must be proactive, organised, motivated and have good attention to detail. They must be responsible and able to hold themselves and others accountable in a suitable way.
- Contribute to the wider effective delivery of digital inclusion initiatives across the borough of Camden, including direct engagement discovery work out in the community.
 - Oversee and implement regular discovery sessions in the community on the digital support bus. Leading the partnership with our internal engagement team and in collaboration with community centres, places of public interest and libraries.
 - Assessing discovery work viability and future locations, through a digital inclusion framework as developed by the team. Inputting back into these framework as more is understood on the boroughs needs.
 - Organising and carrying out user research, including interviews and surveys, organise evaluation of services and create action plans to enhance outreach and services.
 - Compile regular reports on findings from this outreach work with recommendations to services across camden on how to engage with these communities, and recommendations on service provision to address digital inclusion more effectively.
 - The post holder will need to use their own initiative and be able to work independently.
 - To assist the digital inclusion team and wider organisations digital inclusion services when needed.

Core skills to achieve these responsibilities include:

- People focused, with a passion for building meaningful connections and leveraging them for a greater purpose.
- Able to develop and execute communication and engagement plans, developing unique content to engage and promote discussions and ideas..
- Able to understand the needs of low skilled digital users and have the ability to support them with empathy and compassion.
- Experience of undertaking simple user research, such as proactive conversations or evaluating reactively through surveys.
- Is outcome and impact driven, capable of keeping teams focused on delivery.
- Strong administration skills with good attention to detail and time management.
- Experience working in a modern agile delivery environment (Scrum, Kanban etc.)
- You will naturally support, and learn, from the people around you, always looking to do things better.

Technical knowledge and experience

- Confident and capable of learning and using new functionality within digital productivity tools. Experience of working projects in a support role.
- An understanding of the barriers to digital inclusion that take place within the community.
- Confident facilitator of face to face / online events.

- Experienced trainer, capable of preparing others to lead training sessions and deploy training materials.
- Ability to work closely with and establish positive relationships with stakeholders.
- Strong communication and interpersonal skills.
- Knowledge of digital inclusion challenges and strategies.
- Ability to coordinate and manage multiple aspects of a programme.
- Proven track record of successful community engagement, preferably in digital inclusion.

Work Environment:

This is a hybrid role, and the post holder is expected to demonstrate the power of digital tools to work in a hybrid way. This is to be balanced alongside effectively collaborating with colleagues in our offices.

The post-holder will be required to work in an 'agile' way in line with Camden's move to a paperless and flexible work environment.

The post holder will be expected to work in our offices or on-site 2-3 days a week.

People management responsibilities

No line management responsibilities.

Relationships

- This post reports to the Digital Inclusion Lead.
- You will work across the Technology Adoption Team, working closely with the team to coordinate activity.
- This post will build partnerships externally to the organisation and internally with services.

Over to you

We're ready to welcome your ideas, your views, and your rebellious spirit. Help us redefine how we're supporting people, and we'll redefine what a career can be. If that sounds good to you, we'd love to talk.

Is this role Politically Restricted?

Some posts at Camden are politically restricted, which means individuals holding these posts cannot have active political role. For a list of all politically restricted roles at Camden [click here](#).

Diversity & Inclusion

At Camden, we value and celebrate difference and encourage diversity in all respects. Our diverse workforce ensures we represent our communities to the best of our ability and enables us to make better decisions. Because of this, we particularly welcome applications from Black, Asian and those of other non-white ethnicities, those who identify as LGBT+, neurodiverse and disabled people.

Agile working

At Camden, we view work as an activity, not a place. We focus on performance, not presenteeism. We create trusting relationships; we embrace innovation rather than bureaucracy and we value people. Collaboration is the Camden way, silo working isn't.

At Camden we are proud to be one of Hire Me My Way's inaugural campaign supporters. Hire Me My Way is a national campaign led by Timewise, designed to increase the volume of good quality jobs that can be worked flexibly in the UK (www.HireMeMyWay.org.uk). Hire Me My Way aims to treble the number of available good quality flexible jobs to 1 million by 2020.

Asking for Adjustments

Camden is committed to making our recruitment practices barrier-free and as accessible as possible for everyone. This includes making adjustments or changes for disabled people, neurodiverse people or people with long-term health conditions. If you would like us to do anything differently during the application, interview or assessment process, including providing information in an alternative format, please contact us on 020 7974 6655, at resourcing@camden.gov.uk or post to 5 Pancras Square, London, N1C 4AG.