

Job Title: Digital Change Coordinator – Universal Access

Job Grade: Level 3, Zone 2

Salary Range: £39,336 – £44,878

About the Role:

The role will work closely with the *IT Support Engineer – Digital Inclusion* to deliver Digital Change amongst our newly defined universal access and non-standard user personas, a group of staff who have previously not had access to digital tools. This post will drive greater adoption of technology amongst these user groups and additional support for the users and their managers.

This will be an opportunity to support digital transformation across some of our frontline services by developing our training, engagement and comms approach to encourage adoption of digital tools and processes.

The postholder will report to the Digital Change and Delivery Lead.

About you:

We are seeking a user focused Digital Change Coordinator to drive technology adoption and enhance the user experience amongst the universal access and non-standard user groups. As a confident communicator you will build and maintain strong stakeholder relationships across DDS and the wider organisation, able to work effectively in face to face situations and prepared to travel around the borough to engage with colleagues in their own work environments.

Key Responsibilities:

In collaboration with the IT Support Engineer – Digital Inclusion, you will work on the following key areas:

1. **User Education:** Develop and deliver in person training for managers and end-users, covering onboarding, mobile phone induction, and non-standard IT processes.
2. **Manager Training Ownership:** Enhance the manager training curriculum specifically tailored for non-standard users.
3. **Stakeholder Engagement:** Engage face to face with stakeholders across departments, functions, and services to gather technical requirements and enhance the non-standard user experience.
4. **Continuous Improvement:** Support the continuous improvement of training offerings for both Universal Access Account and low-skilled users.

5. Alignment and Adoption: Drive alignment between standard and non-standard user offerings, promoting the adoption of Core M365 applications.
6. Digital Inclusion Advocacy: Identify potential Camden teams that may have become digitally excluded from the organisation.
7. Cross-Functional Collaboration: Play a pivotal role in the cross-functional working group alongside key DDS stakeholders, enhancing the smartphone offer for the organisation.

Additionally, your responsibilities include:

- Identify opportunities to enhance technology adoption within these user groups. Your insights will drive positive change and improve digital experiences.
- Promote and drive adoption of the newly deployed Camden kiosk network.
- Establish and nurture champion networks among users. These networks will serve as advocates, promoting best practices and encouraging adoption of new technologies.
- Additionally, support on-site troubleshooting support for both universal access and non-standard users, including desktop support.

Key Attributes:

- Strong written and verbal communication.
- Confident at networking and engaging with external and internal stakeholders.
- You will naturally support, and learn, from the people around you whilst striving for continuous improvement.

Technical Knowledge and experience:

- BSc in relevant discipline, or equivalent industry experience.
- Experience working in a modern agile delivery environment e.g. Scrum, Kanban.
- An understanding of the digital strategy and an interest in digital solutions.
- Familiar with understanding cloud-based products and services supplied to the organisation by external suppliers e.g. M365.
- Strong understanding of MFA.
- Aware of the IT/ IS infrastructure, operating systems, configurations and the IT applications and service processes used within the organisation.
- Aware of the business environment relating to the organisation and closely associated organisations, including suppliers, partners and other public sector organisations.
- Confident navigating and producing content for SharePoint.

- Ability to distil actionable insights from trends in data.

Key Relationships:

- This post reports to the Digital Change Lead with a dotted line to the Senior IT User Procurement Lead within the Service Delivery Team and objectives will be closely aligned to those of the IT Support Engineer – Digital Inclusion.
- The postholder will be encouraged to proactively network with teams across DDS.

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:

We want Camden Council to be a great place to work and to ensure that our communities are represented across our workforce. A vital part of this is ensuring we are a truly inclusive organisation that encourages diversity in all respects, including diversity of thinking. We particularly welcome applications from Black, Asian and those of Other Ethnicities, LGBT+, disabled and neurodiverse communities to make a real difference to our residents so that equalities and justice remains at the heart of everything we do. [Click Diversity and Inclusion](#) for more information on our commitment.

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.