**** **Job Pack**

**Digital Skills Coach**

**About Aberdeen Foyer**

The Foyer’s vision is for everyone to have a safe place to call home and what they need to thrive.  We are on a mission to end poverty and prevent youth homelessness. We do this by supporting young people and adults across Northeast Scotland discovertheir potential, transform their lives, and shape their own positive futures**.** We offer joined up support for people to make real and lasting change in their lives by:

* providing young people who are homeless or at risk a safe place to stay
* supporting people who are unemployed to learn new skills and move into work
* engaging people through education and learning opportunities
* supporting positive mental health and wellbeing

**Our Values**

At the Foyer we value seeing the person and their potential, building trusting relationships based on honesty, compassion, and respect.  We value curiosity and a drive to learn as well as commitment to go the extra mile and never give up.

**About the Central Support Team**

In the same way that the Foyer exists to support the communities around us, our Central Support team exists to strengthen the people around us. As our delivery teams assist our clients, we need to support our teams to ensure they have everything that they need to do their jobs in the most seamless way possible. Our Central Support team combines the knowledge and expertise of Finance, HR, Communications, IT and Digital Support, Impact Management and Business Development into a central hub that keeps the daily running and administration of the Foyer going. This allows us to streamline our front-line delivery where we can, find solutions to problems, and support flexible and agile collaboration between our various teams.

**About the Role**

The COVID-19 pandemic has led to greater reliance on digital for many of our daily activities: socialising with friends, managing finances, finding reliable information and resources related to health, news and updates and accessing work, learning, and training opportunities. A lack of digital skills and access can have a huge negative impact on a person’s life, leading to:

* poorer health outcomes and a lower life expectancy
* increased loneliness and social isolation
* decreased access to jobs and education.
* increased risk of experiencing poverty.

People without access to digital resources also lack a voice and visibility in the modern world, as government services and democracy increasingly move online.  It is those already at a disadvantage through age, education, income, disability, or unemployment who are most likely to be missing out, further widening the social inequality gap. COVID-19 highlights more than ever the digital inequalities that exist today.  Aberdeen Foyer has been delivering digital skills for many years and more recently due to COVID have widened our knowledge and skills to enable us to transition all our in-house learning and employability programmes to be delivered fully online. We want to increase and sustain our digital support offer for those furthest from the workplace and experiencing multiple barriers in life by recruiting a full time Digital Skills Coach providing 125 people with the digital kit, connectivity and training required across Aberdeen, Aberdeenshire and Fife. The project will support:

* Young People – not in education, employment, or training
* Long Term Unemployed because of LTC
* Long Term Unemployed
* Those with long term health conditions
* Lone Parents
* People experiencing in-work poverty
* Digitally Excluded – because of poor digital literacy skills and/or limited access to digital kit and internet connectivity
* Older Adults (over 50)
* Unemployed as a result of COVID-19

You will work with staff to help assess participants digital needs and existing skills, prepare, and distribute kit and provide practical demonstrations of tech and how to use it - increasing confidence and motivating participants to learn more.  You will work with our supplier [Klyk](https://helloklyk.com/services) and others using refurbished digital kit reducing waste and will also support the distribution of any additional digital donations and kit secured by the Foyer maximising the number of people being supported. You will work with other community organisations in Fife whose work supports people experiencing digital exclusion as outlined above and will support set up and distribution of digital packages. Building on our experiences of digital delivery through the pandemic, we will make use of platforms such as Microsoft Teams, Zoom, Miro and Google Classroom to deliver training using a variety of resources including Learn My Way - Make It Click.

Focussed digital support for those hardest hit by the current situation will ensure they are not left behind.  Providing people with the digital skills they need to be more adaptable to the rapidly changing labour market will also improve their ability of gaining and sustaining quality employment.  Improving digital skills and access will increase people’s ability to take up vocational learning, training and wellbeing programmes online and remove the barriers associated with rurality. All participants will be supported to develop increased:

* knowledge of online resources
* confidence in using online resources to meet their lifestyle needs
* understanding of and ability to use digital kit
* access to digital learning, training, and wellbeing opportunities
* opportunities for social connections which reduce loneliness and isolation
* access to quality employment at or above Real Living Wage
* understanding of local labour market and skills required
* use of online transactions and increased financial capability

All participants will complete an Essential Digital Skills Audit at the beginning and end of their engagement with the project.

**About You**

As Digital Skills Coach, you will be a confident and strong communicator with excellent public speaking skills. You will support digital skills of Foyer staff, identifying where digital solutions can positively enhance the ways that we work, streamlining our administrative processes and positively affecting our environmental impact. You will have an excellent understanding of current popular social media platforms, phone and communication apps, and Virtual Reality spaces – and knowledge of guidance around safe use. You will be able to collate and effectively distribute training and informational materials around safety when using digital platforms, and quickly recognise disinformation on digital platforms. You will have good knowledge of the potential negative effects of various digital platforms on mental health and wellbeing and an understanding of how to mitigate against these.

## **Benefits**

We offer 20 days annual leave plus 12 public holidays rising to a cumulative 37 days with continued service and a contributary company pension. We consider flexible working for most roles which means many of our employees enjoy the freedom of choosing a working pattern that suits them as much as it suits the Foyer. We additionally offer hybrid working possibilities where the role allows.

We are very proud to be both a Living Wage and a Disability Confident employer. We value our employee’s wellbeing and offer a Cycle to Work scheme, a monthly Wellbeing Hour and a confidential Employee Assistance Programme which is open to employees and their friends and family.

All posts will have access to training and learning opportunities including, where relevant, trauma informed practice, boundaries, and solution focused practice.

**Recruitment Process**

Our people are our greatest assets. **#TeamFoyer** provide a safe space for our employees, where everyone can be themselves and feel comfortable bringing their whole self to work.

The Foyer embraces and celebrates diversity and equal opportunity for all. We place a strong ethos on focusing on the right people for the job, ensuring inclusion, diversity and difference is always at the very heart of what we do. We recognise the value a diverse workforce brings to the way we work and the difference we make to the people we support.

We want to hire the right candidate for each role and are committed to promoting the human rights and dignity of each human being, including equality of opportunity inclusive of sexual orientation, gender or transgender identity, race, colour, age, national origin, disability, religion or belief and socio-economic status, protected veteran status, or other characteristics in accordance with the relevant governing laws. For those who are suitably qualified and care experienced, we offer guaranteed interviews.

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| Application Closing Date | **5pm Thursday 16th June 2022** | To apply, please submit your CV and Covering letter to**recruitment@aberdeenfoyer.com** |
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For more information and/or to discuss the role please contact **Caroline Swales, Head of Central Support** at:

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