

## Job Description: Tewkesbury Digital & Technology Navigator

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<b>Salary:</b>	£27,000 per annum
<b>Hours:</b>	36 hours per week full-time
<b>Annual leave:</b>	25 days per year, plus bank holidays (pro rata)
<b>Time off in lieu:</b>	Occasional evening and weekend work may be required, for which equivalent time off in lieu will be given.
<b>Pension:</b>	The post is pensionable, to which GRCC contributes 7.125%
<b>Location:</b>	Based at Community House, 15 College Green, Gloucester GL1 2LZ but working across Tewkesbury Borough  Frequent travel to various community locations will be required.
<b>Responsible to:</b>	GRCC Project Lead
<b>Other information:</b>	The role is offered on a fixed-term basis, subject to renewal based on funding availability and project success.
<b>CLOSING DATE:</b>	<b>17.00, Wednesday, 23 April 2025</b>

## Job Summary:

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The Tewkesbury Digital and Technology Navigator (DTN) role, funded by Tewkesbury Integrated Locality Partnership, is a new initiative by Gloucestershire Rural Community Council (GRCC) aimed at fostering digital inclusion, improving health outcomes and building digital literacy across Tewkesbury Borough. This role is central to our mission of bridging the digital divide, ensuring all community members, particularly the vulnerable, isolated, and most disconnected, can access the health and wellbeing support they need and benefit from the digital world. The DTN will be instrumental in enhancing the health, wellbeing, and economic prospects of individuals through targeted digital support and education.

## Role Purpose:

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- To identify the needs of Tewkesbury Borough residents, tackling health and wellbeing inequalities by increasing digital equity, skills and inclusion.
- To facilitate access to digital services and promote digital inclusivity.
- To will support individuals, groups and communities, focusing on the digitally excluded and improving their well-being, confidence, independence, and economic opportunities through tailored digital interventions and resource facilitation.

## Key Responsibilities

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### Digital Skills Development and Training:

- Design and deliver a tailored digital literacy support and workshops tailored to meet the needs of diverse community members, including the elderly, disabled, economically disadvantaged, and rural residents.
- Organise workshops and one-on-one sessions, including home visits, for those who are most vulnerable, covering essential digital skills, cybersecurity, online safety, and the ethical use of technology.
- Work with GRCC's DAISI volunteers to sustainably organise and facilitate hyper-local digital support drop-ins across Tewkesbury Borough.
- Develop online resources, tutorials, and guides to support ongoing digital education within the community.

### Community Engagement and Support:

- Conduct outreach to identify individuals and groups in need of digital support, engaging with community centres, libraries, healthcare providers, and local charities.
- Provide hands-on assistance in accessing digital services, including healthcare and use of NHS App, government services, employment opportunities, and social networks.
- Advocate for digital accessibility, ensuring websites, tools, and technologies are user-friendly and accessible to individuals with various disabilities.

### Partnership Development:

- Forge and maintain strategic partnerships with technology providers, educational institutions, local businesses, and government agencies to support digital inclusion initiatives.
- Collaborate with local and national charities, including Age UK and the Good Things Foundation, to align efforts and share resources for broader community impact.
- Represent Tewkesbury Borough in digital equity forums, conferences, and networks, sharing insights and learning from best practices.

### Monitoring, Evaluation, and Reporting:

- Capture grassroots data to inform the delivery of the project and identify the needs of Tewkesbury Borough residents.
- Ensure data on participation rates, skill improvements, and user satisfaction is recorded accurately.
- Prepare comprehensive reports detailing achievements, challenges, and the impact of digital inclusion initiatives on individual participants and the broader community.
- Continuously assess the evolving digital needs of the community, adapting strategies and programs to ensure relevance and effectiveness.

## Advocacy and Policy Influence:

- Champion the cause of digital literacy and inclusion within the community and among stakeholders, highlighting the importance of digital access as a key factor in social and economic well-being.
- Influence local process and policies to prioritise digital inclusion, leveraging evidence and outcomes from community initiatives to advocate for sustained support and investment.

## Additional notes:

- This position is based at Community House but will work across the Tewkesbury Borough, with frequent travel to various community locations and occasional evening and weekend work to support community events and workshops.
- The role is offered on a fixed-term basis, subject to renewal based on funding availability and project success.
- This job description outlines the main tasks and responsibilities but the postholder may be asked to undertake further duties when necessary.
- Occasional evening and weekend work may be required for this role for which equal time off in lieu under a 'TOIL' system is allowed.
- The postholder will be required to travel countywide and occasionally outside the county to deliver the work. The occasional overnight stay may be required.
- Continual professional development will be delivered by learning new skills and taking on new and unfamiliar tasks.
- A full, clean driving licence and access to a vehicle are essential to carry out this role.

## Person Specification: Tewkesbury Digital & Technology Navigator

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### Knowledge, experience and skills

#### Essential:

- Demonstrable experience in community outreach, education, or digital inclusion projects, with a proven track record of developing and implementing successful programs.
- Advanced proficiency in digital technology, including software applications, internet browsers, and various communication platforms.
- Excellent verbal and written communication skills, with the ability to convey complex digital concepts in an accessible and engaging manner to diverse audiences.
- Strong organisational and project management skills, capable of managing multiple priorities and deadlines in a dynamic environment.
- The ability to facilitate and capture the lived experience of the diverse members of the community such as the elderly, neurologically diverse, those suffering mental health challenges, or those at risk of social isolation. This could be through peer-to-peer, workshops, and one-to-one situations.

#### Desirable:

- Background in social work, community development, or education, with specific experience in social prescribing or digital literacy initiatives.
- Knowledge of the local community resources, digital service landscape, and the specific challenges faced by Tewkesbury Borough residents.
- Experience in partnership development and stakeholder engagement, with a network of contacts in the technology, education, and community sectors.

### Personal qualities

- A deep commitment to digital equity and the belief that everyone deserves access to the digital world.
- Empathy and sensitivity to the challenges faced by individuals with limited digital skills or access.
- Innovation and creativity in problem-solving, with a willingness to explore new approaches to digital inclusion.
- Resilience and adaptability, with the capacity to navigate challenges and setbacks in the pursuit of community objectives.

### Other

- The ability to attend and travel to various community locations and occasional evening and weekend work to support community events and workshops as required is an essential requirement of this post
- A full, clean driving licence and access to a vehicle are essential to carry out this role

## About GRCC

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GRCC is an independent charity that works in and within Gloucestershire's communities and the Voluntary, Community and Social Enterprise Sector (VCSE) to inspire, enable and deliver community action. We work countywide to strengthen and develop communities to create thriving, sustainable places for local people to live and work in.

We have a wealth of experience in working with communities and projects on a wide range of issues, building capacity, supporting, cascading information, giving advice and training to VCSE groups, Parish and Town Councils and organisations of all shapes and sizes in the county. We facilitate networks and bring the VCSE sector and communities together to enable a stronger, more resilient sector.

Our unique quality is as a member of a national network of similar organisations, which adds value to the support we offer, enables wider learning but also sharing and translating the implications of new government legislation and policy to communities and projects alike.