

# Job Description



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|------------------------------------------------|------------------------------------------------------------|-----------------------------------|
| <b>Job Title:</b><br>Digital Inclusion Officer | <b>Service Area:</b> Resident Engagement and Participation |                                   |
| <b>Directorate:</b><br>Change and Improvement  | <b>Post Number:</b><br>10026385, 10026384                  | <b>Evaluation Number:</b><br>7862 |
| <b>Grade:</b><br>Scale 6                       | <b>Date last updated:</b> 17.07.2026                       |                                   |

## **People at the heart of everything we do**

We are committed to putting people – Newham residents and Council staff – at the heart of all we do. Our approach is a collaborative joint enterprise between residents, the Mayor, Members, Council staff and the Corporate Management Team.

## **Equality and diversity**

We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity policy in the course of their work.

## **Protecting our staff and services**

Adherence to health and safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good health and safety practices and manage risks appropriately.

## **Corporate parent**

We believe that every member of staff working for Newham Council should understand and fulfil our corporate parenting responsibilities for our looked after children that we have under the Children and Social Work Act 2017.

## **Overall Purpose of Job**

To change residents' lives through digital access (devices, connectivity and skills), supporting frontline library teams to deliver a quality digital inclusion offer and supporting in the delivery of digital inclusion support to VCS organisations through the Digital Inclusion Alliance.

## **Job Summary**

Based in the library service, the Digital Inclusion Officer will report to the Digital Inclusion Coordinator. They will be responsible for supporting frontline colleagues to deliver a quality digital inclusion offer within libraries, especially Digital Skills and Assistance, supported by a network of volunteer Digital Champions. They will also support work with the VCS organisations, including arranging meetings, networking and communications.

## **Key Tasks and Accountabilities:**

*Key tasks and accountabilities are intended to be a guide to the range and level of work expected of the post holder. This is not an exhaustive list of all tasks that may fall to the post holder and employees will be expected to carry out such other reasonable duties which may be required from time to time.*

### **To undertake all responsibilities listed below:**

- Support the delivery of the Digital Inclusion Alliance, a voluntary peer support network, by acting as the first point of contact for enquiries, helping to arrange meetings, and completing administrative duties, including grant monitoring, while also providing training and support to members.
- Deliver the digital device lending service inclusive of iPads and laptops, acting as a first point of contact for VCS organisations and supporting frontline teams with training.
- Support excellent digital assistance practices with library frontline teams including training, modelling and monitoring for lending processes and documentation processes such as assisting with completing online applications.
- Support the Digital Inclusion Coordinator and line managers across the library service to ensure that all frontline employees have the required digital skills to deliver a high quality and customer focused digital inclusion provision with an ongoing programme of skills development.
- Support the continuous improvement of digital inclusion practices within the library service.
- Support volunteers who assist with digital inclusion sessions by organising training and coordinating session attendance.
- Keep up to date with the latest digital developments, thinking and research in digital inclusion and be aware of key workstreams locally, regionally and nationally to improve digital access.
- Support the monitoring and evaluation of the impact of digital inclusion work through the collation of qualitative and quantitative data to evidence good practice.
- Collating information for preparation of presentations and reports to key stakeholders for internal staff and external organisations; potential funders and prospective partners to raise the profile of the Council's Digital Inclusion work and build long-term sustainability.
- Support the roll-out of wider Digital activity including STEAM events across libraries.
- Develop and deliver small-scale digital inclusion activities, including planning through to delivery, including coordination of resources across sites, and collecting data to contribute to the team's KPIs with the support of the Digital Inclusion Coordinator.
- Identify opportunities to develop and deliver small digital inclusion activities, including co-producing sessions with partner organisations from conception through to completion.
- Support the Digital Inclusion Coordinator in organising and delivering sessions with external partners, including managing logistics, venue bookings and on-site support during sessions.
- Raise purchase orders up to £10,000 for managerial approval, receipt goods and services upon delivery, and independently procure minor consumables as required.

## **Other Duties**

- Support delivery of the library strategy, especially but not exclusively, in relation to digital.
- Work with library development officers on local, regional and national initiatives.

# Personal Specification



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## IMPORTANT INFORMATION FOR APPLICANTS

The criteria listed in this Person Specification are all essential to the job. Where the Method of Assessment is stated to be the Application Form, your application needs to demonstrate clearly and concisely how you meet each of the criteria, even if other methods of assessment are also shown. If you do not address these criteria fully, or if we do not consider that you meet them, you will not be shortlisted. Please give specific examples wherever possible.

## EQUALITY AND DIVERSITY

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## PROTECTING OUR STAFF AND SERVICES

Adherence to Health and Safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good Health and Safety practices and manage risks appropriately.

| CRITERIA- Essential                                                                                                                                                                                                                                                                           | METHOD OF ASSESSMENT                                                                        |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------|
| <b>KNOWLEDGE:</b><br><br>Understanding of the barriers to digital access and people-focused solutions to overcoming them<br><br>Understanding of working in local government and a political environment<br><br>Knowledge of safe internet practice and keeping vulnerable people safe online | Application and Interview<br><br>Application and Interview<br><br>Application and Interview |

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| <p><b>EDUCATION/QUALIFICATIONS</b></p> <p>A Level Maths, English and ICT or equivalent</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | <p>Application</p>                                                                                                                                                                                                                                                                                                                                                         |
| <p><b>SKILLS AND ABILITIES:</b></p> <p>Ability to work independently (including remotely) with minimal supervision</p> <p>Ability to work well with a team (in person and remotely)</p> <p>Ability to work collaboratively with a range of stakeholders to achieve a shared purpose</p> <p>Ability to problem solve and deliver innovative solutions</p> <p>Ability to train individuals and teams to undertake new tasks or to deliver tasks in a new way</p> <p><b>EXPERIENCE:</b></p> <p>Experience of working in a library or other frontline transformative service and supporting people in a range of digital inclusion initiatives including access, assistance and training</p> <p>Experience of working with devices including smartphones, tablets, PCs and a proven ability to troubleshoot and resolve issues</p> <p>Experience of delivering digital inclusion projects</p> <p>Experience of planning and delivering activities for a range of public facing events or activities, ideally ideally in relation to digital</p> <p>Experience of delivering digital assistance and digital skills training including working with marginalised or vulnerable people</p> <p>Experience of devising training to improve the confidence and performance of individuals</p> | <p>Application and Interview</p> <p>Application and interview</p> <p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p> |
| <p><b>PERSONAL STYLE AND BEHAVIOUR:</b></p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                                                                                                                                                                                                                                                                                                                                            |

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|------------------------------------------------------------|------------------------------|
| Positive, solution-focused attitude to problem solving     | Application Form/Interview   |
| Patience and calm manner in dealing with people            | Application Form/Interview   |
| Methodical and detailed approach to record keeping         | Application Form / Interview |
| <b>OTHER SPECIAL REQUIREMENTS:</b>                         |                              |
| Work evenings or weekends as required for project delivery | Application Form             |