

JOB FAMILIES ~ Technical –Project Co-ordinator

Level descriptor – Level 6 (152 know-how)

Role purpose:

Working collaboratively with the Economy team, the Project Co-ordinator will be responsible for the effective co-ordination, oversight and reporting of Digital Inclusion project aiming to target the digital divide exacerbated by Covid-19.

The postholder will support the Principal Economic Development Officer for Employment and Skills to provide the operational delivery of the project, including through liaison with colleagues in libraries services, community learning services and other skills providers.

The postholder will be expected to engage 120 individuals for the duration of the project.

The postholder will be expected to establish triage and assessment of needs process and to develop strong links with partners involved in the project.

The postholder will be the first point of contact for the project participants and will be responsible for coordinating the referral process and monitoring and reporting on project outcomes.

Job Context:

Digital Inclusion Project is an externally funded 12 months programme aiming to target the digital divide exacerbated by Covid-19 by supporting North Somerset residents at risk of digital exclusion. The project will support the target group with the shift to digital learning, accessing virtual employability support and equipping them to undertake jobs in the new virtual and remote working environment. It will do this by assessing the reason behind an individual's digital exclusion and then targeting support to overcome the barrier, this could range from access to equipment or broadband, lack of relevant skills or a requirement for ongoing support with digital developments.

Typical activities

Establish triage and assessment of needs process including one to one support, distribution of IT equipment, referral process and progression tracking.

Liaise with project partner agencies to identify eligible project participants and to establish progression outcomes.

Provide support, guidance and advice to project participants and provide regular reports and information on action being taken.

Monitor project IT equipment distributed to the project participants.

Knowledge, skills & experience

Vocational qualification or experience to level 3 or above to demonstrate the ability to research, assemble and present coherent reports.

Extensive practical experience of working in project/programme management, giving rise to a variety of technical skills and sound understanding of the standards, legal responsibilities, work practices and processes relevant to the role.

<p>Capture good news stories and ensure progression outcomes meet funding criteria.</p> <p>Ensure that the Principal Economic Development Officer and the economy Service Lead are provided with regular, timely, reports highlighting agreed actions and any outstanding requirements in respect of the project.</p> <p>Act as liaison between project participants and partners, providing a consistent point of reference and guidance for all agencies.</p> <p>Promote the project to relevant partners to ensure the funding criteria is met.</p>	<p>Significant practical experience of working with a diverse group of people and a sound understanding of the needs of vulnerable cohorts including those without a level 2 qualification and those facing multiple barriers to learning, volunteering and work.</p> <p>Experience of organising, prioritising and managing work programmes, involving support for vulnerable people.</p> <p>Proven track record of problem solving and taking ownership if issues</p> <p>Excellent interpersonal, communication and relationships building skills.</p> <p>Ability to engage and work with businesses and partner agencies within the relevant codes of practice, especially with property owners, landlords and other stakeholders including elected members and parish councillors.</p> <p>Strong attention to detail, ability to prepare & present evidence clearly and confidently.</p> <p>Ability to manage/organise own work to meet challenging deadlines.</p> <p>Understanding and recognition of professional boundaries.</p> <p>Satisfactory enhanced DBS disclosure certificate (relevant applications and checks will be carried out before any job offer is confirmed).</p>
<p>Performance measures</p>	<p>Competencies</p>
<p>Quantifiable objectives ~ e.g. targets met Feedback from businesses, colleagues and partner agencies Key Performance Indicators (where available) Line manager assessment</p>	<p><u>Team Working</u> ~ cooperation and flexibility, sharing best practice to develop self and others <u>Service user/ outcome focused</u> ~ delivery of service achievement of results through appropriate decision making, evidenced based enforcements, improvement of technical standards. <u>Problem solving & initiative</u> ~ develops solutions, makes links between identified potential issues and possible solutions.</p>

	<p><u>Planning & Organising</u> ~ Prioritises work, organising work for self and others <u>Business Awareness</u> ~ understands the role of others in relation to the impact on own role and recognises how decisions made in other areas can impact on their's.</p>
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Equality and Diversity

We expect all employees to act professionally and to treat colleagues and the public with dignity and respect. This means setting a strong personal example of good equality and diversity practice at all times and ensuring they are sensitive to the needs and views of others and reflect this in the way they behave. Managers have additional responsibilities of managing others effectively by recognising and valuing each team member as an individual and always challenging inappropriate language and behaviour.

Health and Safety

We all have a responsibility to work within health and safety legislation, associated codes of practice, North Somerset Council's policies and procedures and our local safe systems of work and emergency arrangements.

Continuous Development

Our jobs and the way we do things evolve over time and we need to keep abreast of new technologies, legislation and methodologies for our own subject areas. We are responsible for reviewing and developing our own professional practice.