GLOUCESTER STREET community centre

Education & Skills

JOB DESCRIPTION

Job Title:	**Digital Online Centre Co-ordinator**

Salary:	£9,768 per annum

Hours:	18 Hours per week

Responsible to:	Line Manager

Responsible for:	• Digital Online Mentor • Sessional Tutors • Volunteers

Main duties:	• To co-ordinate the day-to-day operations • To recruit to target long term unemployed and participants with no or limited digital skills. • Compliance with the policies and procedures of the • Gloucester Street Community Centre (GSCC) & Wolverhampton City Council

Responsibility and specific duties:

- Co ordinate the day to day operation of the Digital Action Resilience Employement (DARE)
- To support and track participants towards timely completion of Distance & Blended Learning Programmes.
- Support and develop Digital Online Mentors.
- Apply policies, procedures, and legislation to meet external/regulatory requirements for GSCC and Wolverhampton City Council
- Ensure the Learner Journey is comprehensively delivered to each participant.
- To monitor MIS data to identify trends and take remedial action for negative performance data.
- Co-ordinate within budgets to ensure that DARE Programmes are appropriate to the participants ability.
- Contribute to the sharing of practice, attendance at regional and national networking forums and representing programmes at local and develop links/partnerships with other agencies and work collaboratively
- Work alongside Head of Safeguarding in ensuring risk management and assurance are delivered.
- Monitor and maintain operational MIS data/reporting at executive level.
- To provide Initial advice and guidance, to participants about the purpose of the project and the personal outcomes to be achieved.
- To take full responsibility in tracking, monitoring, and supporting blended and remote learning to achieve their qualification and identify any issues with progress.
- To provide assessment support for learners (telephone/e-mail/audio & video contact) in a variety of contexts including provision of underpinning knowledge and robust written feedback.
- To report regularly on the progress of participants and where relevant to prepare progress reports and action plans.

- Ensure all delivery staff are fully trained in specific programmes within the curriculum area.
- Introduce new procedures were identified across the curriculum, keeping HR department always informed.
- Assist the Mentors with the planning and delivery of sessions as required.
- To provide early identification of participants at risk of non-completion and ensure appropriate actions are taken in a timely manner.
- To embrace the opportunity and need for continual self and team development, contributing by example.
- To ensure that knowledge and understanding of the digital industry and vocational requirements are kept up to date.
- To participate in the SAR/QIAP process.

Management responsibilities and duties
Co-ordinate, develop, communicate with, and engage the employees within your remit.

Ensure employees are fully inducted, trained, appraised, and progressed in line with GSCC policies.

Administrative responsibilities and duties
- Complete relevant administration for partner agencies and GSCC.
- Ensure third party agreements, service level agreements, risk assessments, lesson files and session plans are up to date, in place and signed where relevant.
- Ensure databases are updated on a regular basis with correct information.
- Contribute to the Self-Assessment process and work to the agreed objectives for your team and the organisation.

Behaviour and Professional responsibilities and duties
- To establish, maintain and develop professional working relationships with colleagues.
- Maintain working practices in line with GSCC Equality and Diversity, Health and Safety and Safeguarding policies, self-awareness of own responsibility in these areas.
- Conduct should reflect the Staff Behaviour Policy (Code of Conduct); always uphold GSCC core values.
- Maintain the highest level of professionalism and confidentiality.
- Attend working groups and CPD sessions as required.
- Build strong internal relationships.
- Work in collaboration with colleagues to achieve the end goal.
- Ensure positive organisational messages and culture are maintained.
- Contribute to good housekeeping across all Foundation sites and equipment.
- Always follow the laid down policies and procedures.

Review Arrangements
This job description is not a rigid specification but identifies main responsibilities, which will be amended in the light of organisational need and in discussion with the postholder.

Additional Information

One years experience in this field is desireable

GSCC only accept applications for UK citizens and proof would be required
To apply for this position please send your CV and Application form via email address to fay@gscommunitycentre.org

Closing date 21st July 2023

Personal Specification	
Requirement £7,744 per annum	**Essential (E) or Desirable (D)**
Skills	
Communication, oral and written　　　　16 Hours per week	E
Planning and control	E
Teamwork	E
Work on own initiative	E
Interpersonal Skills	E
Conflict handling and resolution	E
Creativity and imagination relevant to workplace	E
Digital skills	E
Ability to work under pressure and to tight deadlines	E
Group work facilitation	E
Multi-tasking and managing people	E
Qualities	
Commitment	E
Flexibility	E
Honesty and trustworthiness	E
Motivation and enthusiasm	E
Patience and diplomacy	E
Persistence in the workplace	E
Determination to succeed and achieve targets	E
Commitment to equality and diversity, safeguarding and health & safety	E
Flexible approach to working/voluntary hours	E
Knowledge	
Sound knowledge of Digital courses Microsoft, Googles & Youtube	D
Sound knowledge of IAG	E
Sound knowledge of recruiting vulnerable adults (women and disabled)	E
Sound knowledge of Blended and Remote Learning	D
Safeguarding vulnerable adults	E
Learner Journey	D
Computer literate with ability to use IT packages and analyse data	E
Experience	
Minimum of 2 years' experience Co-ordinating a project	E
Experience in dealing with external stakeholders and employers	E
Minimum of 2 years' experience of working with unemployed/long term unemployed and disabled learners	E
Planning and working to budgets	E
Achieving and exceeding targets	E
Tutoring an online course	D
Qualifications	
Level 3 in Maths or English	E
ICT/Digital technology degree or equivalent/HNC/HND	E
Teaching/tutoring qualification	D
Management/Leadership qualification	D
Initial Advice & Guidance (IAG) qualification	E