

Digital Skills Officer

Job Description

£27,000 per annum (35 hrs/week)

25 days Annual Leave (plus Bank Holidays)



Background – our SKILLS project

For over 50 years, Island House Community Centre has supported residents of the Isle of Dogs and wider Tower Hamlets to improve their wellbeing, develop skills and access new opportunities. Education, employability and digital inclusion are central to our work, helping people overcome barriers, build confidence and participate more fully in their communities.

Digital skills are increasingly essential for everyday life. Accessing health services, managing finances, applying for jobs, communicating with family and friends, engaging in learning and using public services all require a level of digital confidence. However, many residents continue to experience digital exclusion due to lack of skills, confidence, equipment or support.

Through our SKILLS programme and Digital Day service, Island House provides practical one-to-one support and group learning opportunities that help residents build digital confidence and independence. Participants are supported to access online services, use digital devices safely and effectively, develop employability skills and gain the knowledge needed to thrive in an increasingly digital world.

The Digital Skills Officer plays an important role in delivering this work, providing patient, practical and person-centred support to residents whilst helping ensure high-quality outcomes for participants across our digital inclusion activities.

Key Relationships

Responsible to the Projects Manager.

Job Purpose

- To support the delivery of Island House's digital inclusion activities, helping residents build the skills, confidence and knowledge needed to participate fully in an increasingly digital world.
- To provide one-to-one support and group learning opportunities that improve digital confidence, independence, access to services and pathways into education, training and employment.
- To support the effective delivery, monitoring and development of Digital Day and other digital inclusion activities, ensuring participants receive a welcoming, high-quality service.

Duties & Responsibilities

- Provide **one-to-one digital support and training** to residents using mobile phones, tablets, laptops and online services, helping them develop skills, confidence and independence.
- Support residents to access **online services**, including health services, government portals, banking, utilities, communication platforms and other everyday digital resources.
- Assist residents with **online learning, job searching, CV development, applications and other employability-related activities**.
- Support participants to use digital devices safely and confidently, including developing awareness of **online safety, privacy and security**.
- Assist the Projects Manager in delivering **Digital Day**, digital skills workshops and other learning activities, using a mixture of teaching, demonstrations and practical support.
- Lead **group learning sessions** where appropriate, depending on experience, competence and confidence.
- Provide support to individuals using **artificial intelligence, digital productivity tools and other emerging technologies**, where appropriate.
- Promote digital inclusion activities and encourage participation among residents who may be digitally excluded or lacking confidence with technology.
- Maintain participant **registration, attendance, monitoring and outcome records**, ensuring information is recorded accurately and in accordance with project requirements.
- Contribute to the collection of participant feedback, case studies and other evidence demonstrating project impact.
- Participate in personal development training and other learning activities as required.
- Maintain and uphold the values and ethos of Island House, including the culturally diverse nature of its workforce, activities and services.
- Ensure activities are delivered in accordance with Island House safeguarding, health and safety, equality and data protection policies.
- Undertake any other duties commensurate with the post, as required by the Projects Manager or Centre Director.

Please refer to the latest Island House Staff Handbook for other matters pertaining to this post.

Digital Skills Officer

Person Specification

Essential

Knowledge & Experience

- Excellent digital skills and confidence using Microsoft Office, CRM systems and a wide range of online platforms and applications, with the ability to learn and support others to use new technologies.
- Good working knowledge of mobile phones, tablets, laptops and online services.
- Experience of supporting, training or assisting others to develop skills and confidence.
- Experience of working with people from diverse backgrounds in a community, customer service, educational or support role.
- Experience of maintaining accurate records and monitoring information.

Skills & Abilities

- Excellent interpersonal and communication skills.
- Ability to handle challenging situations calmly, sensitively and professionally, remaining patient and supportive when working with people experiencing frustration, anxiety or low confidence.
- Ability to explain information clearly, patiently and confidently to individuals and groups.
- Ability to support people with differing levels of digital confidence and ability.
- Ability to work positively with a diverse community and build effective relationships.
- Ability to work on own initiative, make decisions and adapt to changing priorities.
- Good organisational skills and attention to detail.
- Ability to use online platforms, cloud-based applications and digital learning tools.

Personal Qualities

- A passion for helping people overcome digital exclusion and gain confidence with technology.
- Friendly, approachable and supportive manner.
- Commitment to equality, diversity and inclusion.
- Flexible and positive approach to work.
- Commitment to the values and ethos of Island House.

Desirable

- Experience of delivering group learning sessions, workshops or training activities.
- Experience of providing one-to-one digital support.
- Experience of supporting people to access online services, education, training or employment opportunities.
- Knowledge of artificial intelligence tools and other emerging technologies.
- Ability to speak Bengali.
- Knowledge of the Isle of Dogs and wider Tower Hamlets community.
- Teaching, training or digital skills qualification.