**DIGI AYE – Digital Adviser**

Digi Aye is Parkhead Citizens Advice Bureau’s exciting new service. The post holder will be key to the bureau’s aim to support its clients in a changing digital world and to ensure that they are empowered and enabled to make the best use of the digital resources available in their local area and beyond. As well as directly assisting our clients, the digital adviser will also play a key role in upskilling and supporting our advisers and volunteers around IT. Key areas of advice and assistance for clients are likely to include online benefits help, how to look for affordable deals online, trusted sites for self help and where else they can go to increase their digital knowledge and skills.

Ideally the postholder will have a CAB, advice giving background, however, there may be flexibility around this for the right candidate. Parkhead CAB prides itself on recruiting staff who want to make a positive difference to the lives of those around them. Our priority is to make a welcoming and trusted environment for clients and an enjoyable work place for our staff and volunteers.

The Digi Aye postholder will report to the CEO.

# MAIN DUTIES AND RESPONSIBILITIES

**Advice Giving**

* Along with the support worker to be one of the first points of contact for clients calling in to the bureau in person at open door advice sessions
* To provide initial interviews for clients on arrival at the bureau, to determine the range and depth of the enquiry and to assist with initial digital information and support prior to their in-depth advice appointment
* To provide identified follow up appointments to assist with key areas of advice relating to digital access and skills and to help clients determine any training interests and make referrals where appropriate
* To assist clients & staff with online benefit issues
* To provide an outreach service for clients at key partner venues or agencies where appropriate
* To promote the Digi Aye service to a broad range of partner agencies in the east end of Glasgow and develop positive working relationships
* Attend appropriate internal and external meetings

**Digital Skills & Knowledge**

* Proven IT skills and knowledge
* Knowledge of different digital devices including ipads, tablets, different mobile phone types e.g android and iphone
* Knowledge and experience of different IT operating systems
* Knowledge of how to stay safe online
* Knowledge of Search engines and options
* Experience of Web design (not essential), blogging, use of social media and the different options available, knowledge of apps

**Training and Development**

* Work with the Bureau training officer to identify digital training and support needs of advisers
* Provide one to one support and group training sessions to advisers on digital skills
* Research and link with other providers of expert free digital training for the benefit of advisers and clients, including arranging local provision by these other providers
* Evaluate the effectiveness of the training and development programmes
* Identify own training and development needs
* Keep up to date with policies and procedures relevant to advice work and digital support and undertake the appropriate training
* Attend appropriate training, conferences and events relating to Digital skills and information

**Administration**

* Prepare a monthly report on the progress of the service against key performance indicators
* Assist with reporting and Evaluation of the service

**Social policy**

* Promote social policy work around digital skills and related topics including barriers for clients and any issues raised. Link with local and national feedback provisions to help effect positive change

**Other duties and responsibilities**

* Uphold the aims and principles of the CAB service and its equal opportunities policies.
* Promote the work of the Citizens Advice Bureaux
* Carry out any other tasks that may be within the scope of the post to ensure the effective provision of the advice service
* Abide by health and safety guidelines and share responsibility for own safety and that of colleagues
* Abide by Parkhead CABs policies and procedures

**Person specification**

* Enthusiasm and a can do attitude
* Understanding of and commitment to the aims and principles of the CAB service and its equal opportunities policies.
* An interest in helping people and making a difference
* Experience of Advice/information Giving
* Experience of training and assisting with the learning of others including writing basic guides or info leaflets
* Experience of working with vulnerable clients
* Ability to develop and produce publicity materials
* Ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively
* Ability to monitor and maintain own standards
* Effective written and oral communication skills
* Flexible approach and willingness to work as part of a team
* The ability to maintain accurate records of work undertaken
* A thorough knowledge of the range of services available and provided by the bureau
* Strong organisational skills
* Any other appropriate duties

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