**Job Description**

**Job Title:** GO LAT! Project Manager

**Department:** Leicester Ageing Together

**Reports to:** LAT Programme Lead  
  
**Working within:** Community Connector Team

**Hours of work**: 18.5 hours

**Place of work:** Leicester City

**Contract:** Fixed term until end March 2021 (with possibility of extension)

**Primary Objectives**

1. To develop and lead the Get Online Leicester Ageing Together (GO LAT!!, supporting isolated older people to adopt and use technology to facilitate social interactions: social groups and activities, learning or one to one chats, to improve mental wellbeing
2. To support older people and to access online resources and support services for people in Leicester
3. To capture the learning around how this work addresses loneliness and social isolation in older age and contribute to a report on findings.

**Main Duties**

1. To take a strength based approach to working with older people and older people’s groups to help them access and set up online resources, to connect with others online.
2. To train volunteers to, and at times, provide technical support over the telephone or via the internet to individuals struggling to undertake defined tasks online
3. To establish and run online group training sessions to improve participants skills in line with best practice, through links with the Good Things Foundation and other digital inclusion specialists
4. To specify, commission and distribute digital resources to priority older people
5. To develop strong partnership links and relationships with similar voluntary sector projects and key stakeholders including Neighbourhood and Library services, Social Care, Health and advice agencies
6. To identify and promote models of good practice in relation to digital community initiatives, including ensuring online safeguarding practices are in place
7. To support the development of volunteering and social action activities, in conjunction with Vista’s Volunteer Manager
8. To act as a centre of knowledge and expertise regarding digital inclusion for older people
9. To support the evaluation of the Leicester Ageing Together programme and this Digital Inclusion project through use of the Ageing Better Evaluation Common Measurement Framework (CMF) and other quantitative and qualitative analysis tools to measure the project’s success.
10. To work with local individuals, groups and services to build a sustainable future for community connection after the end of the project
11. To work flexibly, including additional and unsocial hours from time to time to meet the needs of the role
12. To undertake any other duties and responsibilities appropriate and relevant to this post or as directed
13. To act within the law at all times.

**Person Specification**

|  |  |  |  |
| --- | --- | --- | --- |
| **Criteria** | **Essential** | **Desirable** | **How Identified (e.g. form, interview, test)** |
| Qualifications & Training | * Minimum of 2 GCSEs Maths & English Grade C or equivalent * MS Office applications/ IT experience * Good understanding and knowledge of assistive technology i.e smartphones, tablets | * Knowledge of digital technology | Application Form |
| Experience | * Experience of supporting older people to use digital solutions * Experience of training and supervising volunteers. * Experience of working on your own initiative * Experience of partnership working with external agencies * Experience of good team working | * Experience of working with older people online * Experience of delivering outcome based projects. * Experience of monitoring projects and seeking the views of its users * Experience of strength based work with individuals | Application Form and Interview |
| Skills & Knowledge | * Good interpersonal skills * A sound working knowledge of ICT and up to the minute technology * Ability to listen to, understand and respond empathetically to the needs of individuals * Excellent communication skills verbally – over the phone - and in writing * Ability to imaginatively problem solve | * Knowledge of relevant legislation (e.g Safeguarding, Data Protection) * Proven knowledge of recruitment, management and motivation of volunteers. | Application Form and Interview |
| Personal Qualities | * A self starter with initiative * Innovative approach and attitude to work * Quickly engenders trust * An easy communicator * Committed to Equality, Diversity and Inclusion |  | Application Form and Interview |
| Other | * Able to work varying hours according to demand of the job, including occasional unsocial hours. |  | Application Form |

JD & PS drafted October 2020, RR