

Job Description

Job Title: Digital Dynamos Administrator

Key working relationships: Digital Dynamos Project Coordinator
Member Services Team
Volunteers

Purpose of post: Supporting the Digital Dynamos Project Coordinator to develop and deliver Vista's Digital Dynamos Project for people with a sight loss living in Leicester, Leicestershire, and Rutland. To improve individuals' social connections by using everyday digital technology in order to live more independent lives.

Main Duties:

- Acting as the first point of contact for potential volunteers and the people Vista support, the general public and other professionals, responding to any enquiries relating to the Digital Dynamos project.
- Assisting in the recruitment of volunteers into the Digital Dynamos project.
- Being responsible for coordinating and processing all volunteer applications including initial interviews, DBS checks, and following up references
- Assisting with the planning, organisation and delivery of volunteer core training, liaising with the Vista trainers for Safeguarding and Visual Awareness.
- Assisting with planning, sourcing and the booking of venues for 6 technology events throughout the year.
- Working alongside the Project Coordinator assessing and processing all referrals from those interested in the service, updating the CharityLog data management system as required
- Supporting the Project Coordinator to monitor and evaluate the Digital Dynamos Project in accordance with the monitoring requirements of the project with support from the IT & Data support officer if appropriate
- Ensuring all data in relation to the people the projects supports, including volunteers is recorded onto the database in line with GDPR Regulations, this would include any changes in information.
- Providing administration support to the Project Coordinator, including ordering goods and reconciliation of invoices.
- Being involved in raising public awareness of Vista's Digital Dynamos Project in Leicester, Leicestershire and Rutland
- Participating in regular individual supervision meetings with the Project Coordinator and Member Services team meetings.

Resources:

a) People – Daily, direct contact with new clients and potential volunteers, their families, internal Vista department's and outside agencies. This can be face to face or over the telephone, includes initial information gathering, giving guidance, information and advice, checking references and DBS checks. Number of daily contacts vary, assist with direct delivery of volunteer training and technology events.

b) Financial

Check requirements from accounts. To assist with orders, collating and check travel claims and expenses from volunteers, reconcile invoices against after authorisation.

c) Non-financial

Charitylog Database - Initial input for all volunteers, training dates, DBS checks, updating of database for new people, updating progress for each system referral

d) Special Factors

Some physical factors – requirement of carrying of display boards, information and information/ equipment to events/ training.

Some emotional factors – mainly with people we support, may have to wait some time to be matched with a volunteer, elderly people may have deteriorating health conditions, lonely, vulnerable people.

Additional responsibilities

- 1) To ensure activities comply with current law
- 2) To operate within the law at all times, with particular reference to health and safety; safeguarding; equality and data protection legislation
- 3) To work flexibly, including additional hours from time to time to meet the needs of the job, and some evening/weekend work.

Prepared by: RH

Date: 12/07/2022

This job description sets out the duties of the post at the time when it was drawn up. Such duties may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot of themselves justify a reconsideration of the grading of the post.

Person Specification

Criteria	Essential	Desirable	How Identified (e.g. form, interview, test)
Qualifications & Training	2 GCSEs or equivalent at grade A – C, one of which must be English language		
Experience	<p>Experience of supporting and motivating volunteers</p> <p>Experience of organising events/ training/ meetings/ activities</p> <p>Experience of engaging with a wide range of different people and groups</p>	<p>Experience of recruiting volunteers</p> <p>Experience of delivering against outcome-based targets to deadline</p> <p>Experience of monitoring and evaluation</p>	
Skills & Knowledge	<p>Excellent listening and communication skills (written and verbal)</p> <p>Proficient in Microsoft Office: Word, Excel, Power point, Outlook and knowledge of Databases</p> <p>Excellent organisational and administration skills including some number work</p> <p>Ability to prioritise and work under pressure</p> <p>Awareness of Safeguarding</p> <p>Commitment to diversity and inclusion</p> <p>Ability to deal calmly and effectively with queries</p>	<p>Lived experience of the impact of sight loss or other disability.</p> <p>Visual Impairment awareness</p> <p>An understanding of the voluntary sector and the role of volunteers</p>	
Personal Qualities	Enthusiasm for the possibilities of Digital Technology		

	<p>Motivated to provide high standards of customer and client service</p> <p>Commitment to working in a way that supports people living with sight loss</p> <p>Organised and self-motivated with a commitment to achieve targets</p> <p>Able to work well as part of a team and to liaise with other departments</p>		
Other	Driving Licence		