



People Know How
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www.peopleknowhow.org

Role description and person specification

Role title:	Digital Support Technician
Main work base:	525 Ferry Road, Edinburgh
Team:	Communications & Digital
Reporting to:	Communications & Digital Manager
Direct reports:	None

The organisation

People Know How is a Scottish social innovation charity based in Edinburgh and East Lothian. We work with people and communities to develop innovative strategies and services to address social issues both locally and nationally.

Our aim is to support and empower both individuals and organisations to mobilise their assets and realise their true potential. People often don't realise that they know how, and that's where we come in – unlocking ideas for a better future, today. We call this social innovation.

We do this locally by developing and delivering new and innovative projects in collaboration with people and partners. We do this nationally by initiating action-research projects in partnership with academia and stakeholders from all sectors, including other charities, community groups, businesses and the public sector, derived from our local project work. From these activities, we run nationwide campaigns that influence government policy, enhancing community development and acting as a catalyst for systems change, policy development and improved practice across Scotland.

Our mission is to unlock potential, helping people turn their ideas into positive action.

Our vision is for people to have new opportunities, strengths, and assets to fulfil their potential.

Our values are to be Collaborative, Dynamic, Action Orientated, Innovative and People-Led.

Our process



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All of our work is formed through our Social Innovation Model. The model is simple and cyclical – we ask, research, do, share, and repeat.

The model works to:

- Promote the positive change our projects achieve for individuals
- Build rewarding partnerships to grow our projects
- Share how our work creates positive change with other organisations and groups
- Teach others to use our model to transform their ideas into action.

Ask

We begin every project by asking people to share their ideas, needs, strengths and assets. We believe that people know how to identify their needs and the solutions that will help them fulfil their potential and solve social issues.

Research

We review literature, best practice and collaborate with leading figures to inform people's ideas and ensure an evidence base before proceeding with a project. We never duplicate existing services and truly offer unique solutions.

Do

We run projects and deliver activities, putting ideas into practice, testing, and refining as we progress. Built into our projects is a robust framework of monitoring and evaluation tools that constantly gather data to assess our progress and performance.

Share

We share the approaches and impact of our work to recognise and celebrate positive outcomes. We also share our failures, looking to improve and grow. We then ask people for feedback on what we have shared, thus creating a cycle that drives continuous improvement.

Action-research

In collaboration with leading academic institutions, private enterprise, third and public sector partners and government, we initiate action research projects that aim to test new innovative solutions to entrenched social problems. This research ranges from multiyear longitudinal studies to nationwide mass participation all the way to small locality-based surveys.

Campaigns & Lobbying

Through Connect Four, we will use our research base to share our impact with all our partners, including running campaigns and lobbying. We believe that working in partnership and sharing resources is key to driving social change.

Our key services:

Positive Transitions



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Launched in 2014, Positive Transitions is a service supporting children, young people and their families through primary and secondary school across Edinburgh and East Lothian. The service is designed to support them to feel valued and understood, improve their self-esteem and peer relationships, and enable them to fulfil their potential; and make a positive transition from primary to secondary school. The service is made up of four key projects that provide both one-to-one and group support.

www.peopleknowhow.org/positive-transitions

Reconnect

Reconnect is a service offering support to adults and families in Edinburgh and East Lothian to help them to improve wellbeing by increasing digital and social inclusion. The service is comprised of a range of projects that address wellbeing. We believe that digital inclusion and social inclusion are inextricably linked, and together can contribute to enhanced wellbeing. Our projects provide a supportive environment to reduce social isolation through building digital skills and maintaining connections.

www.peopleknowhow.org/reconnect

Connectivity Now

As a result of our learning from Reconnect and our digital transformation during the coronavirus pandemic, we launched Connectivity Now, a national campaign to combat data poverty across Scotland. Through our three actions comprising our Connectivity Now manifesto, we're asking organisations, community groups and individuals from the third, public, business and academic sectors to come together and pledge their support to our campaign. By uniting our voices, aim to lobby the government to make policy change and end data poverty.

www.peopleknowhow.org/connectivity-now

Connect Four

Launched in 2019, Connect Four is at the heart of People Know How and acts as our platform to affect change at scale. This platform was born from our proven Social Innovation Model. Working in partnership with collaborators from across the four sectors: third, public, academic, and business, we share knowledge, join resources, and improve the wellbeing of people and communities, driving social innovation and positive change.

www.peopleknowhow.org/connect-four

Spaces

People Know How manages various spaces across Edinburgh and East Lothian. We aim to provide spaces in the community to gather, collaborate, share learning, exchange ideas and improve wellbeing. We manage them through collaborations with other organisations, working together to support and empower communities. Our current spaces include 525 Ferry Road, Straits Meadow, Fisherrow Centre and our All Aboard canal boat, which we own in partnership with Polwarth Parish Church.

www.peopleknowhow.org/spaces

VIPs

We call our volunteers, interns, and placement students VIPs; and we recognise that improving wellbeing is not limited to the people using our services. A key aim of our programmes is to



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help VIPs improve their wellbeing, increase confidence, and feel happier and more socially connected in their lives.

The role

Role purpose

We have a unique opportunity for a **Digital Support Technician** to join our team. Over the last two years, we have undergone a digital transformation, implementing new systems and IT processes across the organisation. We are at an exciting stage in the organisation's growth, with multiple sites across Edinburgh and East Lothian. The coordinator-level role will support the **Communications & Digital Manager** to maintain and support our staff and VIPs to use our IT systems.

Key responsibilities

- Provide remote and on-site digital support for staff and VIPs with hardware, software and system queries and issues across our sites
- Set up, configure, test and maintain laptops, desktops, servers and other hardware and software in line with our IT procedures and policies, keeping our asset management systems accurate and up to date
- Support systems administration of our cloud and endpoint management systems, creating new accounts and policies and ensuring cybersecurity
- Update and maintain our internal library of IT self-help materials
- Deliver inductions around our IT systems and cybersecurity for new staff and VIPs, as well as 'outductions' to prevent data loss and ensure data protection
- Liaise with our Reconnect team to support them with projects that require IT support, including but not limited to device setup, troubleshooting and minor repairs
- Support the Communications & Digital Manager in our ongoing digital transformation through research and support with the implementation of new systems, servers, hardware and software

Additional responsibilities or deliverables

- Collaborate with the Communications & Digital team and attend regular team meetings
- Work with the wider People Know How team to produce case studies and understand their communications needs
- Carry out any other similar and appropriate duties as required by your line manager or by People Know How

Behaviours

- Passionate about technology and its capacity to support an organisation to affect social change
- Friendly, with the ability to maintain a positive, calm and supportive attitude while responding to all enquiries from users of all different technical abilities
- Innovative and open to new systems and ideas, with a desire to learn new things and meet new challenges
- Creative, with the ability to share ideas and work collaboratively



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- Interested in People Know How's mission, vision and values and in social innovation more broadly
- Flexible and able to adapt to change to meet the needs of the organisation
- Positive 'can-do' attitude

Person specification: essential

- Experience of working in an office environment, with the ability to plan, organise and complete administrative tasks
- Strong knowledge and technical understanding of Microsoft Office applications, Office 365, Google and other common software and systems
- Strong knowledge and technical understanding of common operating systems
- Experience in setting up and maintaining computers and servers
- Experience and passion for maintaining cybersecurity of all our IT
- Familiarity with mobile device management systems
- Demonstrable problem-solving skills, with the ability to research solutions independently
- Strong communication skills and ability to present and speak to groups of people

Person specification: desirable

- Bachelor's degree in Information Technology, Computing, Computer Science, Cybersecurity or similar
- Relevant CPD in IT, computing or cybersecurity
- Experience in working with a CRM
- Understanding of data protection
- An understanding of the environment in which voluntary and community organisations operate
- Clean drivers license



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