

Digital Inclusion and Communications Officer

Job Description

Number of hours:	14 hours per week.
Salary:	£29,439 (pro rata)
Funded until:	31 March 2024
Responsible to:	SCOREscotland's Manager
Responsible for:	Volunteers and sessional workers

The organisation: SCOREscotland is committed to social justice and equal opportunities for all. We provide a service that is accessible and inclusive. We take a partnership approach to support and empower those who are disadvantaged and discriminated against. Our work focuses on addressing the causes and effects of racism and promoting race equality by working in partnership with other local and national organisations.

Job Purpose

- Provide support to black and minority ethnic (BME) groups and individuals to become digitally literate and encourage digital inclusion to reduce social isolation and aid in upskilling.
- Plan and maintain a solid social media presence for SCOREscotland (including Website, Facebook, Twitter, Instagram, YouTube, and LinkedIn) and produce regular online calendars, newsletters and reports.

Main responsibilities

- Identify and support SCOREscotland clients and volunteers who are in need of IT training by delivering digital inclusion group sessions for local community members on a regular basis as well as 1-1 support via phone or email.
- Research and source donations of IT equipment for community members.
- Strategic planning, management, and content creation across all social media to maintain and improve a strong social media presence for SCOREscotland.
- Ensure any partnerships are kept up to date with any new or updated services offered by SCOREscotland.
- Update our social media platforms and promotional material, creating newsletters and assisting other members of staff with any online or IT related queries.
- Update digital calendar that is shared online via social media, website and within WhatsApp groups.
- Administer WhatsApp groups and community pages.
- Ensure consent is obtained to work with the individual.
- Adhere to GDPR and Data protection policies at all times.
- Adhere to SCOREscotland's safeguarding practices and policies.
- Acknowledge The National Lottery's support in all publicity material.

- Assist in the monitoring, evaluation and reporting of the project.
- Attend and participate in meetings and events relating to the project when required.
- Participate in other activities as directed by the Manager.

Specification	Essential	Desirable
Relevant qualification in information technology (IT).	X	
Good understanding of social media platforms.	X	
Knowledge and experience of using WordPress.	X	
Knowledge and experience of using Canva.	X	
Experience in providing IT support to individuals and groups.	X	
Experience in designing social media strategies and policies.	X	
Experience in supporting volunteers in a learning environment.	X	
Commitment to anti-discriminatory practice.	X	
Excellent interpersonal skills.	X	
Experience of working in areas of high multiple-deprivation.		X

Other information

Your main workplace will be SCOREscotland offices, Edinburgh; however, the role may be hybrid with working from home and the office as required. Due to the nature of work some evening or weekend working may be required.