# Digital Inclusion Officer

**Job title:** Digital Inclusion Officer
**Location:** Central Manchester / home-based but with travel
**Hours:** Full time, 37 hours per week, though open to discussion around flexible / part time hours
**Contract:** This is a 12 months fixed term salaried role, though we are open to working with the right candidate on a contracted freelance basis
**Remuneration:** This is a grant funded role, but final salary can be discussed dependent on candidate and the terms of employment. Candidates are invited to call and discuss this role before making applications
**Deadline:** Friday July 12<sup>th</sup>
**How to apply:** CV and cover letter to liam.nolan@childrensuniversity.co.uk
**Enquiries:** liam.nolan@childrensuniversity.co.uk or (0161) 241 2405

**\*NO AGENCIES\***

**About Children's University**
Children's University is a charity that works in partnership with schools to develop a love of learning in children. We do this by encouraging and celebrating participation in extracurricular activities in and outside of school. The impact of these activities is proven to be positive which is why we're committed to creating a level playing field of opportunity and opening access to children of all backgrounds.
You can read more about us here

**Children's University Online**
Children's University has historically been a traditional paper-based programme that sees children collect stamps in a paper *Passport to Learning* for each hour of participation in activities. However, we are currently in the process of introducing *Children's University Online* – our new digital platform that's a fun, safe and secure online space for participants to record what they're doing. Children will be able to use this alongside their *Passport to Learning*, collecting stamps in their passports that can then be posted online where they'll unlock additional information about their activities.

It's great for children, families and schools, and makes it easier for learning providers to get their activities validated.
You can read more about *Children's University Online* and see screenshots here

*Children's University Online* holds huge potential to improve the lives and opportunities for so many children. While we typically work with children aged 5 – 14, there is a significant opportunity for this to be the tool that will have largest impact on those aged 11+.

**About this role**
The launch of *Children's University Online* represents an exciting leap forward for Children's University. Going digital hugely increases the value we're able to offer children, schools and families. The data that it will generate will be actionable management information that will help inform practical access to learning

opportunities for thousands of children. We also see our new digital platform as having potential to influence policy in the longer-term.

It also represents a huge step change in a way of working for our network of 58 partners and the 1,000+ schools they work with. These stakeholders are typically time-poor, established in their existing ways of working, and often already manage internal digital systems. For *Children's University Online* to create the real value it's capable of, all stakeholders need to be onboard and understand its context and real value. Those managing the platform at a local and at a school level need to be fully aware of the benefits it offers within the current education landscape, understand its functionality at a practical level, and have the support and resources they need to embed its use in the culture of their school or organisation.

These are some of the challenges that our new Digital Inclusion Officer (DIO) will enjoy taking on. The DIO will take responsibility for training people to use the platform (both in person and remotely), creating the resources needed for this training to be shared locally by others in future, and to ensure that CU Trust (the charity at the heart of the Children's University) is kept informed about challenges and barriers that we may not be aware of.

As this is a funded role, the initial contract will be for 12 months. However there may be scope to extend this towards the end of the initial contract.

**Ideal Candidate and skills Required**
This is a unique role that could benefit from experience of a number of disciplines. The successful candidate may have a background in digital technologies or could be a former teacher or someone with experience of schools and the current education system. We are looking for someone with a passion for people, a sense of social justice and commitment to inclusion, as well as a keen understanding of the exciting potential represented by digital transformation.

Key skills needed for success include:

- **The ability to communicate with schools and education organisations**
  An understanding of the challenges faced by teachers and the structures of schools would be desirable. The successful candidate will need the confidence and experience of working directly with schools, from support staff through to senior leaders.
- **Digital skills and understanding**
  We are looking for someone with the understanding of how digital products like *Children's University Online* are developed, the basic principles of user experience and the ability to explain and support digital onboarding in layman's terms.
- **The ability to marry the offline and the online and understand *why***
  Essential to this role is understanding *why* we're doing what we do. This is about getting people to understand that by taking on the use of a new digital platform they are offering increased value to the social and educational missions that their organisations are already committed to. It is a key role in a period of change that will require tact, diplomacy and being empathetic to objections. Being clear on why this is important and of benefit will be key to keeping change smooth. This is about embedding a new digital tool in organisations to generate **real-world change**.

The ideal candidate will:
- be a highly organised self-starter
- be able to work independently and manage a varied workload
- need to be an excellent communicator, with good interpersonal skills
- have strong IT and digital capabilities

It would be desirable to have:
- a background/expertise in digital technologies digital

- previous experience of working with or within schools

All candidates will be expected to share the values and the ethos of Children's University and have an interest in working in the third sector. This is a unique and challenging opportunity to contribute to the development of a national charity at an exciting stage in its development. The successful candidate will play a supportive role for a varied and geographically disparate network and have a key part to play in helping CU Trust reach our charitable goals.

**Main Tasks**

- Work with our Children's University delivery partners to digitally upskill them and support them in their work with schools
- Work directly with schools to run walk-throughs of *Children's University Online* and respond to both technical questions and the challenges of embedding *Children's University Online* into the culture of the school
- Create resources (written guides, videos, audio guides) that will support users with technical issues or questions
- Create resources (written guides, videos, audio guides) that will support schools with embedding *Children's University Online* in the culture of their school
- Run workshops for Children's University Managers and / or teachers
- Use emerging technologies to document, archive and share learnings and resources
- Act as a contact point between CU Trust and the Children's University network for queries regarding Children's University Online
- Work with third party organisations to promote activities and partnerships as part of Children's University Online
- Support CU Trust's ongoing relationship with the digital agency behind the development of the platform
- Maintain accurate bug tracking through DoneDone and other relevant systems
- Undertaking other general administrative duties as required.

**Liam Nolan**
**Head of Communications and Stakeholder Engagement**