

## JOB DESCRIPTION

**Job title:** Digital Skills Specialist – RESTART

**Reporting to:** Project Manager - RESTART

<b>Salary Level:</b>	<b>Type of position:</b>	<b>Hours per week</b>
Circa £23,887 - £26,198 (depending on experience)	✓ Full-time Fixed term (up to 3 years)	40

### General description:

This role is part of our new Restart Project, which aims to deliver digital skills training and support to people who are seeking employment. The role will support individuals who have been in an unemployment situation in the past 12 – 18 months. The role will deliver a wide range of digital training events, workshops, courses and programmes in groups and one-to-one sessions aimed at developing motivation and support for our Restart clients who are seeking a new role or employment for the first time. You will motivate customers to make the transition to employment and provide them with the relevant skills for work alongside our partners in the wider Restart SW project delivery plans. You will be involved in preparing training materials, creating content, delivering training, reporting, monitoring and evaluating sessions delivered. You will provide motivational support to build positive relationships, guide, inspire, challenge, encourage and help individuals obtain sustainable employment.

### Key Result Areas:

1. To deliver digital training programmes of learning and 1-to-1 consultations and support, online and at a variety of venues and locations within your identified geographic area.
2. To work effectively with the Restart Employment Advisers to ensure smooth onboarding to the digital support and alignment with other aspects of the wider Restart programme.
3. To motivate, train and mentor customers throughout their digital learning with a focus on high quality customer experience .
4. To provide administrative support, particularly in compiling and analysis of records and evaluation of learning experience

### Major Duties:

1. Facilitate high quality and engaging sessions to participants which positively develops their self-confidence and builds digital skills
2. Deliver high impact digital tutoring solutions to meet a range of participant needs (including, Skills Assessments; How to sessions; Making the most of, and other relevant activities)
3. Selecting appropriate facilitation methods or activities, design and develop tailored sessions which meet customer requirements
4. Accountable for meeting targets, which will include delivering an agreed number of tutoring sessions per week / month and supporting an agreed number of participants to achieve a good level of digital competency
5. Meet personal performance targets and all Quality and Compliance measures
6. Promote and publicise courses ensuring Employment Advisers have the appropriate knowledge and understanding to attract and book participants onto training courses

cosmic

East Devon Business Centre, Heathpark Way, Honiton, Devon EX14 1SF

T. 0845 094 6108 or 01404 548 405 E. [info@cosmic.org.uk](mailto:info@cosmic.org.uk) [www.cosmic.org.uk](http://www.cosmic.org.uk)

Registered in England and Wales under company number 03308716. VAT no: 684 7594 73

7. Strive to maintain high standards of delivery, including participation in self-evaluation, training observations and peer observation
8. Support Employment Advisers with participant action plans to support progress towards suitable and sustainable employment
9. When delivering training ensure appropriate digital technologies are being utilised in a suitable delivery environment that supports privacy and confidentiality of attendees
10. Design, develop and host appropriate 'train-the-trainer' sessions to Operational teams, to support new colleague awareness of the Seetec Online Services
11. Assist in the development of corporate training and contribute to employee induction and training as and when required
12. Undertake risk assessments of training activities and training venues to ensure the safety of all individuals using the provision (should classroom style delivery be required and appropriate)
13. Maintain accurate and compliant records of customer training activities
14. Proactively participate in continuous improvement activities to ensure that the service continues to deliver excellent customer service
15. When appropriate and permitted, work flexibly delivering remotely or from local hubs and other appropriate community premises, as directed by contract and customer requirements
16. Accountable for own professional development and undertake necessary training as identified in the Performance Review process
17. To handle personal data in accordance with the organisation's data protection policy
18. Actively participate in, and promote Prevent and the safeguarding of children, young people and vulnerable adults
19. Adhere to the company's policies and procedures always, including Safeguarding, Equal Opportunities, Quality, Health and Safety and IT
20. To be confident user of digital tools, in particular Microsoft 365, Google Workspace and to be confident to develop new skills in digital workplace
21. To be a good listener, approachable, patient, clear with good presentation skills, and to excel in all communications – phone, email and in person.
22. To uphold the values and ethos of Cosmic
23. Other duties as required in line with the responsibilities of this post.