Role Profile and person specification

Role	Project Coordination
Type of contract	A 6-month self-employed contract
Contract	The contract allows for a total of 26 days. 1.5 days to be worked consistently over the working week and worked Monday to Friday during the hours of 9.30am to 5.30pm.
Where the role sits within the team, department and wider business	One of two Project Co-coordinators of the Clarion Futures Digital Champion Project covering London North and London South areas. Supporting each other to deliver a volunteer recruitment, support and management service through a contract with Clarion Futures Digital.
Role reports to and responsible for	Line managed and reporting to the Project Delivery Lead. Interactions with key support and project staff.
Key areas of responsibility and activities	- To accurately maintain and update Digital Champion records and volunteer placement details - To maintain project monitoring systems that provide data collection for various activities - Supporting the reporting requirements of the project; assisting with the preparation of a monthly monitoring report through collating of project data - Provide a quality service in all areas of volunteer recruitment, volunteer contact and volunteer retention - Researching local opportunities for advertising DC volunteering in different locations - Effectively engaging with organisations and individuals to place adverts for volunteers, as well as on online portals for volunteer vacancies - Responding to initial enquiries from volunteers by email, following an internal recruitment procedure to progress applicants to interview in a timely manner - Assisting in the creation of publicity posters/fliers/presentations/ newsletters - Supporting Clarion Futures' Digital Inclusion Officers with cascading initiatives and communications to Digital Champions - Organise, host and run online and face to face training events to support the ongoing training and development of Digital Champions - Reporting to the DU Line Manager on a weekly basis

KPIs	These will be provided at the start of the contract
Essential technical requirements	The Microsoft Office suite including PowerPoint product must be in use Familiar with online collaboration tools and how to make them work in practice e.g. Dropbox, Smartsheet, Skype/Zoom. Familiar with mailing and customer relationship programmes such as Dotmailer (desirable)
What kind of experience is likely to lead to this role	• Experience in a project delivery/ project support/volunteer management or similar • Experience of maintaining monitoring systems • Experience in a customer service setting and prioritising customer needs and experience • Experience of operating in a GDPR manner regarding personal and sensitive data.
Short, medium, and long-term objectives	These will be discussed during the interview stage and provided to the successful candidate at the beginning of the contract.
Required education, training & equipment for the role	A competent user and availability of Microsoft Office suite of products in particular Word, Excel, Powerpoint, and Publisher. Your own laptop and access to a fast internet connection (please note no equipment is provided). Knowledge and confidence with cloud-based software and a willingness to use products like Smartsheet, Basecamp and Dropbox
Essential person specification	• Self-motivated with a can-do attitude • Professional and flexible approach • Excellent organisational and time-management skills • The ability to maintain data management systems • The drive to make improvements to systems to improve efficiency and customer experience • Good attention to detail, with the ability to produce accurate reports • Excellent communication skills at all levels • Able to work effectively on their own and also as part of a small, remote working team • Able to work to set deadlines and prioritise your own workload • Experience of organising meetings • Enthusiastic about the benefits of being online and an understanding of the importance of helping others to gain basic digital skills • Good understanding of people's motivations and barriers to being online • Experience of recruiting volunteers (desirable) • Interest or experience of working with diverse groups of people • Interest in volunteering and an understanding of volunteering processes

Location and travel requirements	We are seeking a candidate to work mainly from home but willing and able to travel to London at least once a month along with other occasional travel to locations across the UK. Day return travel will be reimbursed.
Remuneration range and benefits available	Offered on a self-employed contract basis with an hourly rate of £165 per day.
Digital Unite	Digital Unite is a small, dynamic, and expert team committed to digital inclusion. Mainly working remotely but meeting on a regular basis, Digital Unite has a national focus and is committed to equality, diversity and inclusion.