

# Compaid

JOB TITLE: Digital Support – immediate start  
RESPONSIBLE TO: Head of Services  
CONTRACT: Part-time 24 hours over 4 days / fixed term to April 2025  
Would consider job share.  
LOCATION: Various Locations outreach in Sevenoaks and Tonbridge & Malling.  
SALARY: £12 per hour plus travel expenses

## **JOB DESCRIPTION:**

1. Delivering 1:1 Digital Skills support sessions at various locations throughout Sevenoaks and Tonbridge & Malling. Supporting people with all aspects of basic digital skills, including accessing the internet, on-line job searching, use of Microsoft Office, on-line interviews, accessing local services, social media.
2. Managing appointment times / own diary alongside attending local events and working with Community Partners to maximize engagement.
3. To motivate and encourage clients to learn for themselves and develop independence.
4. Sign posting clients to further support providers as appropriate
5. To maintain a record of each training session, including the status of client progress and other issues as required including independent study resources and referrals to other partners.
6. To assist in maintaining a clean, safe, pleasant and orderly environment in which clients feel relaxed and able to learn.
7. To help develop a bank of resources to be used by all Outreach and Training staff.
8. To maintain good and regular communication with the Head of Services to discuss and review client workload and any other issues.
9. To assist the Head of Services with the writing of external reports and other administrative duties, including case studies and feedback surveys.
10. To undertake other tasks or additional self-development training as agreed with the Head of Services

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## PERSON SPECIFICATION:

### Skills

- Excellent organisational skills and the ability to prioritise work to ensure appointments are kept
- Ability to communicate effectively at all levels
- Able to explain technical issues in simplified manner.
- Confident and adaptable when dealing with clients
- Able to work alone as well as part of a team and maintain motivation
- Patient and calm manner with a sense of humour.

### Experience

- Minimum of one year experience in providing training or support to others
- Working with vulnerable people of all ages.

### Knowledge

- An understanding of vulnerable people's needs