

# GL11 Community Hub

## Job Description

**JOB TITLE:** Technical and Remote Activities Officer

**REPORTS TO:** Wellbeing Manager

**HOURS:** 18 hours per week, 50 weeks/year

**SALARY:** £23,309 pro rata fixed term for 6 months

### **JOB PURPOSE:**

**To support the transition to remote delivery of a wide range of GL11 activities during the Covid pandemic, setting up new platforms for delivery to fit the many different individual services and groups, patiently training all staff to develop skills and confidence.**

### **Key Tasks:**

- Familiarise with the range of activities and staff skills
- Work closely with staff and volunteers to identify activities to trial remote delivery
- Train staff and volunteers on new technology for remote delivery
- Support new remote activities, finding creative solutions, troubleshooting and problem solving
- Upskill staff and volunteers so they are able to confidently design and implement remote activities themselves

### **General tasks**

- To work pro-actively as part of a team to support activities/events
- Ensure remote activities are accessible for a diverse community
- Ensure Health and Safety and Safeguarding are actively embedded in all activities
- To work within GL11 Community Hub policies
- To be self-servicing for all aspects of administration
- Assist in other areas of GL11 as required

### **Person Specification**

1. Able to adapt and thrive in a fast changing environment
2. Experience with design, implementation and support of a range of virtual learning and social environments
3. Exceptional people skills with proven ability to engage with a wide variety of people at many different levels.
4. Excellent hands on technical skills in using relevant technical tools, e.g. Zoom, Facetime, Google hangouts, etc for delivering training and social activities
5. Demonstrable skills and experience of training and supporting staff and volunteers in using technical tools, including people who are not tech-savvy.
6. A good understanding of the importance of and ability to work within equal opportunities principles and policies.