**Manchester City Council Role Profile**

**Digital Inclusion Officer, Grade 6**

**Neighbourhoods Directorate**

**Reports to: Senior Digital Strategy Officer**

**Job Family: Front Line Delivery**

**Key Role Descriptors:**

The role holder will act as a member of a team and contribute to the delivery of neighbourhoods of choice through the provision of a comprehensive range of flexible, responsive and planned and statutory front line services for residents, businesses and visitors to the City of Manchester.

The role holder will provide high quality, customer focused, flexible and timely operational support to improve the quality of the local environment, generating awareness of local services, engaging and empowering community members to access services and encouraging involvement in activities that promote positive action.

The role holder will work collaboratively with other neighbourhood focused services to ensure that Council services and partner agencies are working to the highest standards to provide a quality environment for all Manchester residents.

**Key Role Accountabilities:**

Oversee the planning and programming of the work of the team, contributing to the development of programmes of work and activities which represent the needs of the local community, visitors and businesses in Manchester.

Deliver service level agreements, communicating effectively in relation to requests for service within designated timescales and maintaining accurate records.

Apply a range of knowledge, technical expertise and skills, to safeguard residents, visitors and businesses and achieve neighbourhoods of choice.

Work closely with key stakeholders to develop effective partnerships and greater coordinated working with other agencies ensuring effective community and member engagement.

Officers will undertake their role with an understanding and appreciation of how they and the work they do impacts upon the city council's corporate aims, objectives and desire to improve Manchester as a City.

Be proactive in identifying and supporting the implementation of change, modernisation and improvements in support of organisational and Neighbourhood Services strategies.

Personal commitment to continuous self-development and service improvement.

Through personal example, open commitment and clear action, ensure diversity is positively valued, resulting in equal access and treatment in employment, service delivery and communications.

**Where the roleholder is disabled, every effort will be made to supply all necessary aids, adaptations or equipment to allow them to carry out all the duties of the role. If, however, a certain task proves to be unachievable, job redesign will be given full consideration.**

**Role Portfolio:**

The Libraries, Galleries and Culture Service bring together high quality universal services which underpin learning, engagement and support the priorities of the City Council – Growth, Place and Reform. Services are delivered via Library, Information and Archives Services; Galleries and the universal culture offer delivered at a neighbourhood level; together with access to and activation of services through partnership working and engagement.

The Service delivers leisure, cultural, learning and information (on-line and printed) through a network of statutory neighbourhood libraries, community partnership and outreach libraries, a world class Central Library, the virtual library, HMP Manchester Prison library and the Books to Go service. It also manages the Greater Manchester County Record Office on behalf of AGMA (the Association of Greater Manchester Authorities).

This role feeds into the Manchester Digital Strategy and will work closely with the Digital Strategy Team. The role will involve developing partnerships with the VCSFE sector, recruiting and managing volunteers, and delivering the Digital Inclusion Action Plan.

**Key Behaviours, Skills and Technical Requirements**

**Our Manchester Behaviours**

* We are proud and passionate about Manchester
* We take time to listen and understand
* We ‘own it’ and we’re not afraid to try new things
* We work together and trust each other
* We show that we value our differences and treat people fairly

**Generic Skills**

**Communication Skills**

Ability to communicate clearly, concisely, accurately and in ways that promote understanding. Demonstrates an understanding of the views of others and communicates in a realistic and practical manner using appropriate language and medium, listens attentively to views and issues of others and responds to issues arising.

**Analytical Skills**

Able and confident to resolve moderately complicated queries in their area of knowledge using logical thinking to explain reasoning behind decisions or actions taken.

**Planning and Organising**

Demonstrate the ability to organise multiple tasks in the most effective way, and allocate time and energy according to task complexity and priority.

**Problem Solving and Decision Making**

Ability to analyse situations, diagnose problems, identify the key issues, establish and evaluate alternative courses of action and produce a logical, practical and acceptable solution. Is able to make effective decisions on a day-to-day basis, taking ownership of decisions, demonstrating sound judgement in escalating issues where necessary. be logical in thinking and explain reasoning behind decisions or actions taken

**Administrative skills**

Ability to arrange and service complex meetings, preparing information, taking detailed notes and producing minutes from a wide range of meetings. Good literacy and numeracy skills to undertake calculations and produce letters and other documentation.

**Technical requirements (Role Specific)**

* Contribution to and understanding of current approaches to community activation and engagement
* Strong ICT skills including using content management system
* Understanding of the concept of digital inclusion and its importance to residents and communities