

# APPLICATION PACK

Post: Community Support Officer, Digital Inclusion



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# ABOUT VOLUNTEER NOW

**Volunteer Now** promotes, develops and supports volunteering across Northern Ireland. Our work enhances recognition for volunteers, provides access to opportunities and encourages people to volunteer. We provide information and support to volunteer involving organisations on volunteer management, governance and on all areas of safeguarding children, young people and adults at risk.

Our **Community Engagement Team** provides support to all things volunteering. We work with individuals and organisations to promote and encourage volunteering. We support organisations to make sure that they are able to involve volunteers effectively.

<http://www.volunteernow.co.uk/volunteering>

Our **Community Projects Team** oversees a range of volunteer involving projects including befriending, driving and capacity building for older people's groups <https://www.volunteernow.co.uk/volunteering/volunteer-with-us/>

We have an **Events** team that recruits and manages the volunteers for major events in Northern Ireland. We are looking forward to recruiting and managing the volunteers at the forthcoming All Ireland Fleadh in 2026 and 2027.

<https://www.volunteernow.co.uk/volunteering/event-volunteering/>

The **Volunteer Now Safeguarding Team** provides support for organisations with both child and adult safeguarding and has worked across Ireland and the UK.

<https://www.volunteernow.co.uk/organisations/safeguarding/>

**Volunteer Now Enterprises Ltd (VNE)** is a social enterprise company which supports the work and activities of the charity, Volunteer Now. VNE offers training for volunteers and organisations, provides assessment against quality standards including Investing in Volunteers (IIV), consultation and research services, and all forms of bespoke support to volunteer involving organisations.

<https://www.volunteernow.co.uk/volunteer-now-enterprises-ltd/>



This is only a brief summary of the work of Volunteer Now so please visit our website for more [www.volunteernow.co.uk](http://www.volunteernow.co.uk) or follow us on social media.



[Volunteer.Now](https://www.facebook.com/VolunteerNow)



[Volunteer.Now](https://www.instagram.com/VolunteerNow)

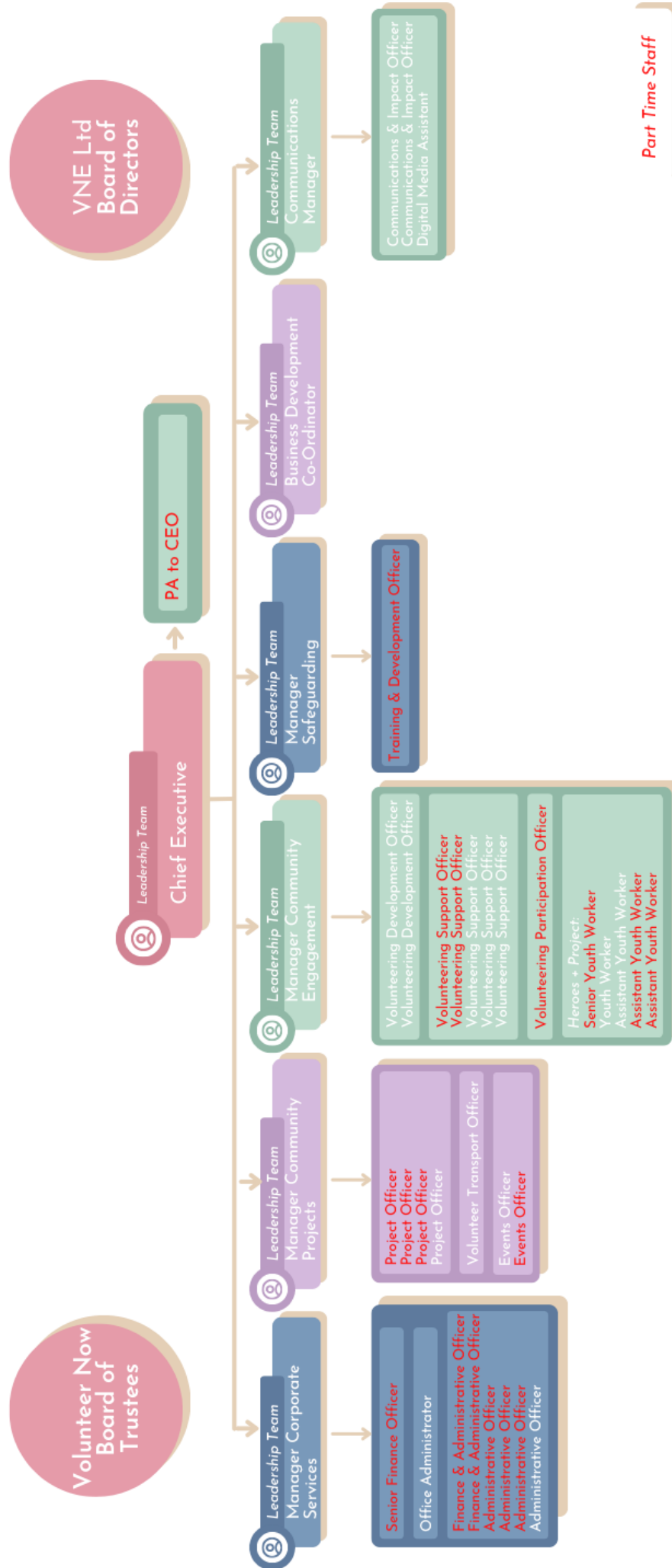


[VolunteerNow1](https://www.x.com/VolunteerNow1) & [VNEnterprise](https://www.x.com/VNEnterprise)



[VolunteerNow1](https://www.youtube.com/VolunteerNow1)

# CURRENT ORGANISATIONAL CHART



## Background to this programme

As part of a partnership, Volunteer Now has successfully secured new PeacePlus funding. Digital Communities is a cross-border pilot project funded through the PeacePlus Programme, designed to build digital skills and capacity in rural communities across Northern Ireland and the border region of Ireland.

The project aims to assist people, organisations and businesses in rural areas to better understand ICT and how they can use it to positively improve their lives, organisations and ultimately their communities. It addresses a lack of existing digital skills services in specified rural areas by delivering tailored programmes locally and remotely.

Lead Partner: The Wheel

Project Partners: NICVA, BYTES, Volunteer Now, Leslie Foundation (with Caledon Regeneration Partnership), CEAI, Enterprise NI, Grow Remote, and WRDA

### Five Pilot Areas

- Causeway Coast/Ballymoney area (Bytes Digital Innovation)
- Mid-Ulster/Maghera area (Bytes Digital Innovation)
- Strabane/Lifford cross-border area (Bytes Digital Innovation)
- **Newry rural areas (Volunteer Now)**
- Glaslough/Caledon/Tynan cross-border area (Leslie Foundation with CRG)

The project delivers bespoke digital capacity-building programmes for:

- Community/Voluntary organisations and charities (150 participants)
- Individuals and Volunteers (225 participants)
- SMEs and local businesses (100 participants)
- Remote workers and potential remote workers (150 participants)

### Three Work Packages

- Work Package 1 – Capacity Building Digital Skills in Pilot Rural Communities
- Work Package 2 – Development of Sectoral Digital Tools
- Work Package 3 – Data Collation, Policy Analysis and Project Management

### Key Outcomes

- Improved digital knowledge and confidence among participants
- Data-driven insights to inform community planning and policy
- Scalable model designed to be replicated across the wider intervention area or island-wide
- Enhanced cross-border collaboration between community and voluntary sector organisations

The project is envisaged as a pilot for a larger programme, with partners committed to seeking funding to scale the initiative after 2028.

Volunteer Now is responsible for employing one staff member to deliver the digital capacity-building programme across the rural Newry pilot areas and will fulfil our commitments to the programme objectives.

# JOB DESCRIPTION

**Job Title:** Community Support Officer, Digital Inclusion

**Responsible to:** Community Engagement Manager

**Salary Range:** £25,476 p.a.

## Summary of Main Responsibilities

To support rural communities in the Newry area to support the community to build digital skills, confidence and capacity. To work directly with community groups, volunteers, SMEs and remote workers/potential in order to improve access to technology, strengthen digital literacy and enable communities to benefit from digital tools and services.

## Key Responsibilities

### Community Engagement & Outreach

- Engage with rural communities, community groups, volunteers, SMEs and remote workers and local stakeholders to identify digital needs and opportunities.
- Build strong relationships with community organisations, volunteers, local authorities and service providers.
- Support communities to participate in digital inclusion initiatives and ICT-related projects.

### Programme Delivery

- Be involved in planning and delivering workshops, training sessions and community events focused on digital skills and ICT use.
- Support individuals and groups to use digital tools (e.g. online services, communication platforms, productivity tools, social media).
- Assist communities in accessing local digital initiatives (e.g. community hubs, digital champions, online platforms).

### Capacity Building

- Support communities to develop sustainable digital capacity, including training volunteers and local leaders.
- Disseminate user-friendly guides, resources and learning materials.
- Promote inclusive approaches to digital engagement, particularly for older people, disadvantaged groups and those with low digital confidence.

### Project Management & Administration

- Contribute to project planning, monitoring and evaluation.
- Maintain records of activities, participation and outcomes.
- Prepare reports for funders and stakeholders.
- Support budget monitoring and resource management where required.

### Partnership & Collaboration

- Work collaboratively with project partners, funders and local stakeholders.
- Identify opportunities for further funding, partnerships and programme development.

### Operational Contribution

- Contribute to planning and development, in particular for the Sports Adult Safeguarding Service.
- Contribute to effective teamwork within your team and across the organisation.
- Take responsibility for organising and managing own work and lead on projects as required.
- Implement agreed systems for measuring, monitoring and reporting performance and progress of project deliverables.
- Represent Volunteer Now as appropriate.

### Business Development

- Proactively identify, seek out and build appropriate operational partners
- Identify opportunities for business improvement.
- Contribute to delivery of organisational services

### Any other duties

- Ensure that Health and Safety and Safeguarding standards are adhered to and maintained.
- Contribute to effective communication across the organisation.
- Work within and contribute to the aims and objectives of the organisation.
- Undertake such other reasonable duties as may from time to time be required.

<b>Contract of Employment:</b>	Fixed-term ending 31 March 2029
<b>Holidays:</b>	22 days per annum. In addition, statutory/public holidays in accordance with Volunteer Now policy will also be granted. After one year this rises to 25 days and then a further 1 day per year to a maximum of 30 days.
<b>Pension:</b>	A flexible retirement pension scheme is provided with Volunteer Now contributing 4.5% of gross salary per annum. You are eligible to join the scheme once probationary period is completed satisfactorily.
<b>Hours of Employment:</b>	35 hours per week. Reasonable hours outside this (the nature of the work means that evening and weekend work will be required during events therefore the working hours will be across Monday -Sunday, as applicable) are required to fulfil the obligations associated with the post.
<b>Travel &amp; Subsistence:</b>	Current rates are available from the Corporate Services Manager.
<b>Location:</b>	An office base is available in Newry (will be required to travel to other locations as necessary). Staff will be required to support the work of the organisation across all of its areas. A hybrid working policy is in place to facilitate home working as part of this post.
<b>Flexibility:</b>	Volunteer Now offers hybrid working and flexible working and family friendly policies.
<b>Career Development:</b>	Training & Development opportunities are provided.

# PERSON SPECIFICATION

Applicants must have demonstrable evidence of the following qualifications, core competencies and additional requirements:

## Essential

### Experience

- Experience working with communities, voluntary organisations or rural development initiatives.
- Experience delivering training, workshops or support in digital or community settings.
- Experience of engaging with diverse groups, including people with limited digital skills.

### Skills & Competencies

- Strong communication and interpersonal skills.
- Ability to explain digital concepts in a clear, accessible way.
- Excellent organisational and time-management skills.
- Ability to work independently and as part of a team.
- Good IT skills, including familiarity with common digital tools and platforms.

### Knowledge & Understanding

- Understanding of digital inclusion, rural communities or community development.
- Awareness of barriers to digital access and participation.

### Other Requirements

- Willingness to travel within the project area.
- Full driving licence and access to a vehicle (where applicable).

## Desirable

- Qualification in community development, education, ICT, social sciences or a related field.
- Experience of working on funded projects (e.g. EU, government, charity-funded programmes).
- Experience of partnership working across public, private and voluntary sectors.
- Knowledge of rural policy, digital strategy or community development frameworks in Ireland/UK.

The postholder will demonstrate:

- Commitment to equality, diversity and inclusion.
- A community-centred and participatory approach.
- Flexibility, initiative and problem-solving skills.

# PERSON SPECIFICATION

## Core Competencies

Candidates will be required to establish through the recruitment process that they meet the following core competencies:

- **Delivering Excellence** (Focus: quality outcomes, learning, continuous improvement)
- **Thinking Outside the Box** (Focus: innovation, resourcefulness, creativity)
- **Working Together** (Focus: connecting, collaborating, building relationships)
- **Getting Things Done** (Focus: decision making, planning and organising, working independently)

# VOLUNTEER NOW ORGANISATIONAL VALUES

## Organisational Values

