

Associate Director of Digital Inclusion Delivery - Job Description

Job title	Associate Director of Digital Inclusion Delivery
Location	Combination of Home and Office working, UK - Our office is based in Sheffield.
Hours	Full time working 37.5 hours per week, permanent.
Reports to	Chief Operating Officer
Staff responsible for	Head of Network Skills and their team Head of Network Growth and their team Head of Operations and their team
Date	September 2022
Salary	£55,000 - £65,000 depending on experience
Benefits	<p>Good Things Foundation offers an exemplary benefits package:</p> <ul style="list-style-type: none"> • All employees with contracts of six months or more are invited to be a Member of the Good Things Foundation Staff Owned Mutual. This gives you voting rights for Staff Board Directors and at the AGM (Annual General Meeting) • 30 days holiday per year, plus public holidays • 10% Employer contribution to a personal stakeholder pension scheme (when you contribute 5%) • Up to £500 contribution for work related training (or £200 for personal development and £300 for work related training) • Life cover and permanent health insurance • Confidential Employee Assistance helpline
Job Purpose	<p>Good Things Foundation, the UK's leading digital inclusion charity, is looking for an ambitious leader to head up the organisation's delivery, through this new role.</p> <p>In May, Good Things Foundation launched a new strategy: Let's Fix the Digital Divide - for Good. Working with high profile national partners, including household name businesses such as Virgin Media O2, the charity</p>

will be delivering an ambitious and exciting programme to drive action and impact in digital inclusion across the UK, supporting its strategic ambition to engage 1 million people through digital inclusion by the end of 2025.

Our new strategy is delivered through three core digital inclusion services: a national network of community partners (digital inclusion hubs), a national databank, and a national device bank.

The new role of Associate Director Digital Inclusion Delivery has been established to ensure mission-led, effective and efficient delivery of those three services that will deliver positive outcomes for digitally excluded people and the thousands of community organisations who support them.

Good Things Foundation has been working with a large network of thousands of community organisations who are independent of us and who have embedded digital inclusion into their grassroots work, since we began. The network is essential to our culture and our operating model. We want to excite and engage our current community partners, we want to grow a bigger network, and we want to make sure those partners have the tools and support their need to thrive and deliver impact in digital inclusion.

During the pandemic we began to provide devices and connectivity data to people who can't afford them. A year ago we launched a national databank with 0.5 million sims and vouchers. We are beginning to roll-out a national device bank of refurbished devices to our community partners and onto digitally excluded people.

You will make sure these services are of a very high quality and you will ensure that they meet the needs of excluded people and the needs of the community partners through which we work.

We welcome applications from candidates whose professional and personal experience will bring new perspectives, understanding and capacity to the organisation; and who are ready to rise to the opportunities and challenges of this new role.

You will be a member of a dynamic and ambitious Senior Management Team, and attend the Board meetings, ensuring we deliver our vision of a world where everyone can benefit from digital. In the current time, and with the huge challenges the world faces, this has never been more important.

Key Objectives and Accountabilities

Leadership

- Establish the new enhanced delivery function through motivating and exciting the team to understand our mission and deliver their very best through role-modelling Good Things Foundation's values and behaviours.
- Build leadership capability within your team and develop and recognise talent, while effectively ensuring performance management across your teams.
- Represent Good Things Foundation externally to strategic partners and other key stakeholders, including contributing to business development propositions.
- With SMT and other internal stakeholders, develop the strategic and operational plans for the wider organisation.
- Be accountable for the successful delivery of the digital inclusion service and meeting the ambitious targets through effective partnership and co-operation across internal teams and external partners, reporting into the SMT and Board on progress, and sharing success and learning widely.

Network Services

- Develop and communicate our approach to meeting our ambitious targets of 1m people supported by 2025 and 5000 hubs actively delivering digital inclusion services
- Lead the delivery of excellent and responsive customer services for our community partners through multiple channels.
- Use evidence, data and insights effectively, to ensure our offer is impactful and engaging; this currently includes training for the network, virtual meet-ups, and campaigns.
- Develop and implement a strategy to ensure that network members are actively supporting digital inclusion by helping excluded people with connectivity data, a device, or basic digital skills development.
- Grow and develop our National Databank and our National Device Bank - increasing use of these by network members; onboarding and delivering high levels of satisfaction, whilst minimising risk.
- Ensure our grants programmes (for network members) are effective, create impact, and are accessible to small community organisations.
- Lead a culture of continuous improvement - harnessing data, insights and learning - so all our services are of a high quality, simple to use, and create lasting positive outcomes for digitally excluded people.

Network Growth

- Grow the number of engaged local and community partners to achieve our goal of 5,000 digital inclusion hubs by the end of 2025, using a mix of established and innovative approaches.
- Focus growth in areas of higher deprivation.
- Work with national and regional partners through which to recruit and engage more community partners - taking a strategic approach, and focusing on quality over quantity.

Network Products

- Lead the development and roll-out of key network products including our world class digital skills learning platform Learn My Way and our new website for our network partners, which is the front door for community organisations.
- Ensure continuous improvement so that our network products are easy to use and create lasting positive benefits for digitally excluded people.

Project Delivery

- Ensure all projects are delivered to a high quality, to time and budget, and deliver positive outcomes for beneficiaries and partners.

Reporting

- Report to the Senior Management Team on your 'reasons to be cheerful' (successes) and your 'reasons to be fearful' (risks), and any amplification or mitigations you are leading.

Staff management

- Empower your team to maximise their contribution to Good Things Foundation by agreeing clear objectives, encouraging ownership, providing regular and appropriate feedback and coaching, managing performance, supporting personal development, and ensuring they feel valued members of the team.
- Support staff to be flexible within and across teams, be entrepreneurial and innovative in their use of technology and data, and approach to learning.

Corporate responsibility

- As a member of the Senior Management Team, ensure that your work and that of the team is always in the best interests of Good Things Foundation, our funding partners and our network partners; support others across the organisation to deliver their objectives when needed; and be proactive in identifying and addressing opportunities and threats to the whole organisation - with a specific focus on risk management and mitigations.
- Contribute to Group and UK strategy and business planning, reporting and take on cross cutting tasks as required.
- Represent Good Things Foundation externally as required, being an ambassador for fixing the digital divide, actively contributing to relevant groups through sharing

knowledge and insights appropriately.

- Deputise for the COO, Director of Experience and Engagement, the Group CEO and other members of the Senior Management Team as necessary.

Person Specification

<p>Experience</p>	<p><u>Leadership</u></p> <ul style="list-style-type: none"> • At least three years in a leadership position in a medium-sized organisation, ideally in a not for profit environment • Developing strategy and plans to deliver operations effectiveness of public-facing services • Influencing executive and board level stakeholders <p><u>Digital Inclusion</u></p> <ul style="list-style-type: none"> • Although not essential, experience of working in a similar organisation leading digital and/or social inclusion change is desirable. <p><u>Delivery</u></p> <ul style="list-style-type: none"> • At least three years experience of leading the delivery of projects, programmes or services • Experience in leading teams to develop clear, achievable plans for successful delivery • Experience in the use of technology to deliver good customer outcomes, and the understanding of when human interaction is better <p><u>Networks & Partnerships</u></p> <ul style="list-style-type: none"> • Experience of working in a management capacity across large systems (such as a digital inclusion network or a distributed network of delivery partners). • Experience of working with a large number of partners at a national and local level. <p><u>General Management</u></p> <ul style="list-style-type: none"> • At least three years experience of leading delivery; setting up and improving systems, controls and reporting. • Experience of partnership working in a complex environment. <p><u>People</u></p> <ul style="list-style-type: none"> • At least three years experience of leading a people team.
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	<ul style="list-style-type: none"> ● Experience of managing people functions and effectively delivering organisational change. ● Experience of leading and coordinating people in matrix, cross organisational working, making best use of resources to deliver projects, services, or strategy. ● Experience of empowering staff to perform at their best. <p><u>General</u></p> <ul style="list-style-type: none"> ● Demonstrable experience of undertaking work using your own initiative ● Experience of contributing to the development of strategy, business plans and organisational development ● Experience of working to tight deadlines at pace ● Demonstrable experience of contributing to the wider corporate needs of an organisation beyond your immediate job description
<p>Knowledge and skills</p>	<p>It is essential this person has the understanding, attitude and skills to be able to work in an entrepreneurial and ambitious charity such as Good Things Foundation.</p> <p><u>People</u></p> <ul style="list-style-type: none"> ● Good understanding of organisational cultures and how to embed these into all working practices ● Good influencing skills - can lead and influence others ● Able to challenge and be respectful of others points of view ● Understanding of the key role of equity, diversity and inclusion in the workforce ● Understanding of safeguarding and how to effectively apply it in similar organisations to Good Things Foundation <p><u>Leadership Skills</u></p> <ul style="list-style-type: none"> ● Excellent team working skills and able to collaborate across multi disciplinary teams ● Ability to think strategically and innovatively and to turn that thinking into realistic plans and workflows ● Excellent interpersonal and communication skills ● People management skills ● Professional with integrity and discretion ● Accuracy and attention to detail ● Ability to consider the bigger picture ● Influencing skills ● Negotiation skills

Good Things Foundation Behaviours	<ul style="list-style-type: none"> • We are collaborative • We are positive • We are creative • We are people focussed • We are curious
Education and Qualifications	<ul style="list-style-type: none"> • Educated to Degree level or equivalent
Other requirements	<ul style="list-style-type: none"> • To satisfy our pre-employment checking process (see below) • To comply with our information security and data protection policies and procedures

Equity, diversity and inclusion is at the heart of Good Things Foundation's vision for a world where everyone benefits from digital. We believe that digital technology can support equality of opportunity, and ensure everyone can participate fully in today's society. Working towards this vision is only possible if Good Things Foundation is an organisation that is diverse and inclusive of all people. Our organisational values underpin our equity, diversity, and inclusion commitments. It is only through promoting inclusion that we can truly embody its values of being people-focused and collaborative. Being creative is a core value for Good Things Foundation and we understand that having a diverse workforce drives innovation and creativity. As an organisation, we are committed to ensuring that individual contributions are encouraged and valued. We recognise the significant benefits that can be achieved from striving towards a workforce that represents our partners in thousands of communities across the UK and further afield.

Safeguarding Statement and Pre-Employment Checks

Here at Good Things Foundation, we work with vulnerable adults and are fully committed to ensuring their safeguarding and welfare at all times, in line with our Safeguarding Policy and Procedures. All of our employees, contractors and volunteers will be expected to comply with the policy and procedures. Upon a conditional offer of appointment being made, all employees will also be required to satisfy our pre-employment screening process which for this position, will include:

- An identity check (photo ID)
- Receipt of two satisfactory references
- Documentary evidence of right to work in the UK
- Finance check

The organisation may, in the future, carry out a Baseline Personnel Security Standard check (BPSS) if a contract requires it. This check will consist of a Right to work check, ID data check, criminal records check, employment history check and the disclosure of any significant periods spent abroad (6 months or more in the last 3 years). The BPSS check will be undertaken by an external agency.