

## Job Description

Job title	Delivery and Engagement Intern (2 posts)
Location	Head Office in Sheffield; hybrid working with some days working from home.
Hours	Full-time (37.5 hours/week) fixed term for 6 months with the possibility to extend for a further 6 months.
Reports to	Head of Community Engagement and Experience or Head of Network Delivery and Customer Support
Staff responsible for	N/A
Date	September 2022
Salary	£20,000
Job Purpose	<p>Good Things Foundation is the UK's leading digital inclusion charity. Our mission is to Fix the Digital divide for Good.</p> <p>You will provide flexible support to take forward delivery and engagement plans for the National Digital Inclusion Network, National Databank and National Device Bank</p> <p>You will be a self-starter, resilient and work on your own initiative to play an important role in supporting different teams across Good Things Foundation to grow the network, to provide excellent support across the different services we offer and to support our digital platforms.</p> <p>We particularly welcome candidates whose professional or personal experience will bring new perspectives, understanding and capacity.</p>

## **Key Objectives and Responsibilities**

### **Supporting our digital platforms**

- Support with Beta testing of our redeveloped digital platforms.
- Support the development and management of our digital platforms.
- Support the creation of user guides and training resources to ensure members of our network can easily use our digital platforms.
- Monitor technical support requests in relation to our online platforms.
- Efficiently triage technical support requests, ensuring that they are referred to the right place within the organisation; follow up with internal contacts to ensure timely and effective resolution of requests.

### **Membership engagement and growth**

- Provide administrative support for membership engagement activities from new member welcome meetings, training and meet ups (all online).
- Keep records up to date and accurate on Salesforce, our Customer Relationship Management (CRM) system
- Support communication and engagement activities to promote all network products and services and to help increase usage of our platforms
- Undertake recruitment and engagement focused calls and activities to grow the network, including to organisations interested in joining the network as well as to existing members
- Research relevant organisations to reach out to and follow up with all warm leads
- Respond to incoming inquiries about joining the network

### **Network support**

- Manage both incoming and outgoing communications to a high standard
- Manage issues through to resolution, taking ownership for their resolution and working with teams from across the organisation to solve problems.
- Efficiently refer incoming communication to the right place within the organisation, through effective questioning and triage, and following up

with internal contacts to ensure effective resolution.

- Support the delivery of engagement plans for the national digital inclusion network, national databank and national device bank.

### **Using corporate systems and processes**

- Compliance with our corporate systems and processes, using them day to day and becoming champions of these.
- Willingness and openness to doing training to increase knowledge of corporate systems (currently Salesforce, Google Workspace, monday.com, Slack).

### **Person Specification**

Good Things Foundation Behaviours	<ul style="list-style-type: none"> <li>● We are collaborative</li> <li>● We are positive</li> <li>● We are creative</li> <li>● We are people focussed</li> <li>● We are curious</li> </ul>
-----------------------------------	--

Criterion	
Experience	<ul style="list-style-type: none"> <li>● Working as part of a team to deliver an outcome</li> <li>● Experience of providing customer support or a customer facing role</li> <li>● Experience of working or volunteering in a fast-paced environment (or proven appetite to gain this experience).</li> <li>● Experience of using Zoom and/or other communication platforms for online meetings.</li> </ul>
Personal attributes	<ul style="list-style-type: none"> <li>● Ambitious individual who is eager to learn quickly with a 'can do' attitude</li> <li>● Flexible, adaptable and resilient</li> <li>● Proactive and a self-starter</li> <li>● Enterprising and outcome-oriented</li> <li>● Interest in developing technical skills and knowledge to support the management of digital products.</li> </ul>

	<ul style="list-style-type: none"> <li>● Works well in a fast-paced environment</li> <li>● A confident communicator with excellent people/interpersonal skills</li> </ul>
Knowledge and skills	<ul style="list-style-type: none"> <li>● Strong written and verbal communication skills</li> <li>● Good experience of using social media</li> <li>● Good administrative and organisational skills and attention to detail</li> <li>● Ability to manage own workload and projects effectively</li> <li>● Strong time management, ability to prioritise, re-prioritise to deliver</li> <li>● Able to handle confidential information in a sensitive and trustworthy way</li> <li>● Strong IT skills</li> </ul>
Other requirements	<ul style="list-style-type: none"> <li>● The role holder must share Good Thing Foundation's commitment to equity, diversity and inclusion, <b>and we would particularly like to hear from candidates whose professional and personal experience will bring new perspectives, understanding and capacity to the organisation.</b></li> <li>● To demonstrate a commitment to safeguarding vulnerable adults</li> <li>● To comply with our organisational Safeguarding Policies and Procedures</li> <li>● To satisfy our pre-employment checking process (see below)</li> <li>● To comply with our information security and data protection policies and procedures</li> </ul>

*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, may include:

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