

Job Description: Digital Equity Navigator

Salary scale:	£ 29,033.13 per annum
Hours:	Full-time position (fixed term – 12-month contract) – 36 hours per week
Annual leave:	25 days per year plus bank holidays
Time off in lieu:	Equivalent time off is given in lieu of any directed evening or weekend work.
Pension:	The post is pensionable, to which GRCC contributes 7.125%
Location:	Based at Community House, 15 College Green, Gloucester GL1 2LZ. The post holder will be required to travel to meetings in community venues.
Responsible to:	Digital Equity Manager Day-to-day – Digital Equity Team Lead
CLOSING DATE:	Friday 18th September 2026

Job Purpose

1. To work with the Digital Equity Team Lead in the delivery of GRCC's ACORN Project.
2. To work with individuals, communities and VCSE organisations to ensure delivery of digital solutions through a grass roots approach.
3. To recruit, train, and support volunteers to deliver peer-to-peer support with digital and technological resources and solutions.

Responsibilities

Main activities and responsibilities

- Identify and disseminate accessible technology and digital solutions to combat barriers to accessibility for individuals, communities, and organisations.
- Support the Digital Equity Team Lead in the development and roll out of the peer-to-peer support model, including:
 - development of resources;
 - recruitment, onboarding, and training of volunteers;
 - supporting, coordination, and empowerment of volunteers as their main point of contact.
- Delivery of skills transfer workshops to upskill the VCS, groups and communities.
- Delivery of community outreach activity, events and training.
- Work with the Digital Equity Team Lead in using accessible methods to capture lived experience of digital equity and local need.
- Co-produce and deliver workshops informed by lived experience.

- Attend GRCC team meetings and other digital team meetings, e.g., strategic planning.
- Monitor all work using the GRCC CRM system, provide written reports as necessary and regularly keep Digital Equity Lead and Manager up-to-date with progress, new opportunities, ideas and concepts through supervision and annual appraisal.

Other duties

- Keep up-to-date with digital and technology trends across clinical and non-clinical pathways.
- Keep up-to-date with relevant, new, and upcoming digital and technology support solutions.
- Identify volunteer opportunities to support the delivery of GRCC services and help to recruit, train and support volunteers.
- Contribute to the overall sustainability of GRCC by seeking opportunities for new projects, funding, and delivery of charged for services.
- Work with colleagues to help promote and market GRCC services.
- Any other duties as required.

Additional notes

- Occasional evening and weekend work will be required for this role, for which equal time off in lieu under a 'TOIL' system is allowed.
- Countywide travel and occasional regional and national to promote and deliver digital.
- Full clean driving licence and access to a vehicle are essential for this role.

Person Specification: Digital Equity Navigator

Qualifications

Essential:

- GCSE Maths and English

Desirable:

- IT qualification or experience would be advantageous

Experience

Essential:

- Working with the public, and with a diverse range of voluntary, community, and social enterprise organisations and / or individuals and communities, including home visits
- Management of volunteers and / or staff
- Excellent oral, written and presentation skills
- Excellent record keeping and data input
- Public speaking

Desirable:

- Experience of working with or lived experience of disability, neurodiversity, mental health, or digital equity
- Knowledge of effective community consultation
- Successful partnership working

Knowledge and Skills

Essential:

- Excellent communication skills, including presentation skills
- Excellent IT knowledge and skills
- Excellent organisation and research skills
- Ability to take the initiative and work independently
- Ability to work to deadlines and under pressure
- Ability to use video conferencing platforms

Desirable:

- Hands-on experience with repair of software
- Knowledge of the VCSE sector in Gloucestershire
- Knowledge of open-source software / technologies

Personal Qualities

Essential:

- Enjoys working with people
- Adaptable with a 'can do' attitude
- Attention to detail
- Professional manner
- Team worker, but also able to work under own initiative

Other

Essential:

- The ability to attend and travel to evening and weekend meetings with communities as required is an essential requirement of this post