Tel: 01452 528491 | Email: info@grcc.org.uk
Website: www.grcc.org.uk | Facebook: GlosRCC | X: @GlosRCC | Instagram: GlosRCC

Digital Navigator – Gloucestershire Access Project

Salary scale:	£27,000 per annum (pro rata)
Contract:	12 months fixed term
Hours:	28.8 hours / 4 days per week (0.8FTE)
Annual leave:	25 days per year + bank holidays (pro rata)
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:	Community House, 15 College Green Gloucester Participating Masonic Centres and community locations across Gloucestershire
Responsible to:	Digital Equity Manager
Other information:	Gloucestershire Access Project, funded by the Masonic Foundation
CLOSING DATE:	17.00, Friday, 27 November 2026
INTERVIEW DATES:	Thursday, 17 December 2026

About the Role

The Gloucestershire Access Project is a 12-month initiative funded by the Masonic Foundation and delivered by GRCC through its DAISI (Digital Accessibility, Inclusion, Support, and Innovation) programme.

The Digital Navigator will help residents overcome digital exclusion by providing accessible, practical support while strengthening the volunteer, device reuse, and community engagement activities that underpin DAISI's countywide work.

The role will comprise approximately two days per week delivering digital support from participating Masonic Centres and two days supporting volunteers, device refurbishment and donations, marketing, and wider community engagement through GRCC and DAISI's established networks.

The postholder will work collaboratively with colleagues, volunteers, and partner organisations to improve digital access, confidence, and independence across Gloucestershire.

Key Responsibilities

1. Community Digital Navigation – two days per week

- Deliver regular digital drop-ins, one-to-one appointments, and small group support from participating Masonic Centres.

- Help residents develop confidence using smartphones, tablets, computers, and everyday digital services.
- Support access to health services, online forms, employment, education, communication, and essential public services.
- Provide guidance on online safety, scams, accessibility, assistive technology, affordable connectivity, and social tariffs.
- Identify residents requiring devices, connectivity, or specialist assistance and coordinate appropriate referrals through DAISI and partner services.
- Work with Masonic Centres and local organisations to promote accessible, welcoming sessions that respond to community needs.

2. Volunteer Support and Development

- Support DAISI's existing network of volunteers and Digital Champions, helping them contribute effectively to community digital support and technology reuse.
- Assist with volunteer recruitment, induction, training, coordination, and ongoing support.
- Work alongside volunteers delivering digital drop-ins, device refurbishment, equipment processing, and community activities.
- Help identify opportunities for volunteers to develop their confidence, technical skills, and experience.
- Support safe and inclusive volunteering practices in accordance with GRCC policies, including safeguarding, confidentiality, and data protection.
- Encourage participation from Masonic members and wider community networks where appropriate.

3. Device Donations, Refurbishment, and Reuse

- Support DAISI's existing Device Bank, working with volunteers and technical partners to collect, assess, test, and prepare donated technology.
- Assist with secure data wiping, refurbishment, recording, and redistribution of suitable equipment in accordance with GRCC procedures.
- Coordinate device donations from individuals, businesses, charities, and other organisations.
- Support donation appeals and collection activities through Masonic Centres and established community and business networks.
- Maintain accurate equipment records and ensure unsuitable technology is responsibly recycled.
- Promote the environmental and social benefits of repairing and reusing technology to reduce digital poverty.

4. Community Engagement, Networks, and Marketing

- Work through GRCC and DAISI's established networks of community organisations, volunteers, businesses, and public services to extend awareness and reach.
- Support existing partnerships and identify opportunities for further collaboration, referrals, volunteering, and equipment donations.
- Assist with the promotion of digital support sessions, community events, volunteer opportunities, and device donation campaigns.
- Develop accessible marketing content, including social media posts, newsletters, posters, website updates, and community information.
- Work with colleagues and partners to share project achievements, resident experiences, and positive outcomes.
- Ensure engagement reaches people who are digitally excluded through offline communication, trusted community contacts, and local networks.
- Represent DAISI and the Gloucestershire Access Project at relevant community events and partnership activities.

5. Monitoring, Evaluation, and General Responsibilities

- Maintain accurate records of digital support sessions, resident outcomes, volunteer activity, device donations, refurbishment, and community engagement.
- Gather feedback and case studies to demonstrate the project's impact and inform improvements.
- Contribute to project monitoring and reporting requirements for GRCC and the Masonic Foundation.
- Work collaboratively with the wider DAISI team, supporting shared activities and priorities.
- Follow GRCC policies relating to safeguarding, equality, health and safety, confidentiality, and data protection.
- Undertake other reasonable duties consistent with the role.

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Person Specification - Digital Navigator

Experience and Knowledge

Essential:

- Experience supporting members of the public, volunteers, or community organisations;
- Good practical knowledge of everyday digital technology, including smartphones, tablets, computers, and online services;
- Understanding of digital exclusion and the barriers faced by people with limited access, skills, or confidence;
- Experience working collaboratively with colleagues, volunteers, or partner organisations;
- Understanding of online safety, privacy, and basic cyber security;
- An interest in technology refurbishment, reuse, and environmental sustainability.

Desirable:

- Experience working in digital inclusion, community development, the voluntary sector, or a related field;
- Experience recruiting, training, or coordinating volunteers;
- Experience configuring, repairing, or refurbishing digital devices;
- Knowledge of secure data wiping, device reuse, and responsible recycling;
- Experience delivering digital skills sessions, workshops, or one-to-one support;
- Knowledge of social tariffs, digital accessibility, and assistive technology;
- Experience supporting social media, marketing campaigns, or community communications;
- Experience working through established community, voluntary, or business networks;
- Knowledge of Gloucestershire's communities and local voluntary and community sector.

Skills and Abilities

Essential:

- Excellent interpersonal and communication skills, with a patient, approachable, and non-judgemental manner;
- Ability to explain technology clearly to people with varying levels of digital confidence;
- Ability to support, encourage, and coordinate volunteers;
- Good organisational skills and the ability to manage computing priorities across community delivery, volunteers, equipment, and engagement;
- Ability to build positive relationships with community groups, businesses, and partner organisations;
- Ability to support marketing and communications activities, including producing accessible written and digital content;

- Good administrative, IT, and record-keeping skills;
- Ability to work independently and as part of a wider team;
- Ability to travel regularly across Gloucestershire.

Personal Qualities and Values

Essential:

- Commitment to digital inclusion, equality, accessibility, and community empowerment;
- Empathetic and respectful approach to people experiencing disadvantage or vulnerability;
- Flexible, proactive, and solutions-focused attitude;
- Willingness to learn new technical skills and contribute to a developing project;
- Commitment to GRCC's charitable values and safeguarding responsibilities.

About GRCC

GRCC is a charitable company with a 100-year history and an exciting future. The need for community-based initiatives to increase their resilience is growing, and GRCC aspires to be at the heart of innovations combining public, private and voluntary, community and social enterprise organisations.

We are an organisation with an appetite for change – both around us, and within our team – and we are looking for a new colleague with that entrepreneurial, can-do attitude to play an active role in that journey.