

Digital Inclusion Officer

Job Description

Directorate:	Cultural Services		
Service:	Information Development Team		
Location:	County Hall, Preston		
Salary range:	£32,061- £36,363	Grade:	7
Reports to:	Information Development Manager	Staff responsible for:	N/A

Job Purpose and Scope

The role is to support the development, coordination, and delivery of Lancashire County Council's digital inclusion offer across libraries and wider Cultural Services. The post will work with staff, volunteers, partners, and customers to build digital confidence and skills, promote equitable access to devices and connectivity, and ensure residents—particularly those most at risk of exclusion—can engage fully with digital services, information, learning, employment, and wellbeing opportunities.

The role will develop library staff capacity, provide direct support for customers, strengthen community partnerships, and help deliver the Libraries Connected Digital and Information Universal Library Offers.

The Lancashire Mindset

Here at Lancashire County Council, we are helping to make Lancashire the best place to live, work, visit, and prosper. To help us achieve this, we have introduced the Lancashire Mindset: Growth, Ownership, Optimism, and Positive Impact. Adopting this mindset across the entire organisation not only brings our values to life but also emphasises the collective commitment to delivering the best for the people of Lancashire.

The Lancashire Mindset serves as a guiding force for a culture rooted in growth, ownership, optimism, and the commitment to making a meaningful positive impact.



Accountabilities / Responsibilities

- Coordinate and support delivery of digital inclusion activities across libraries and community settings.
- Provide basic digital skills support to customers, helping them access devices, online services, and information.
- Work with staff and volunteers to identify local digital barriers and contribute to practical solutions.
- Develop and deliver training, guidance, and digital skills resources for staff and volunteers.
- Provide on-site support and informal mentoring to help embed digital inclusion practice.
- Support the recruitment, induction, and coordination of Digital Champion volunteers.
- Ensure volunteers have access to appropriate training and operate safely and effectively.

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- Build and maintain effective relationships with partners, community organisations, and council services.
- Promote the Lancashire Digital Inclusion offer through outreach, engagement, and clear communication.
- Collect and analyse data, feedback, and case studies to support monitoring and service improvement.
- Work within LCC policies, including safeguarding, data protection, accessibility, and customer care.
- Contribute to Libraries Connected Universal Offers, particularly the Digital and Information offer, and work to meet service and community needs.

Other

- **Equal Opportunities** - We are committed to achieving equal opportunities in the way we deliver services to the community and in our employment arrangements. We expect all employees to understand and promote this policy in their work.
- **Health and safety** - All employees have a responsibility for their own health and safety and that of others when carrying out their duties and must help us to apply our general statement of health and safety policy.
- **Customer Focused** - We put our customers' needs and expectations at the heart of all that we do. We expect our employees to have a full understanding of those needs and expectations so that we can provide high quality, appropriate services at all times.
- **Safeguarding Commitment** - We are committed to protecting and promoting the welfare of children, young people and vulnerable adults.
- **Skills Pledge** - We are committed to developing the skills of our workforce. All employees will be supported to work towards a level 2 qualification in literacy and numeracy if they do not have one already.

Our Values

We expect all our employees to demonstrate and promote our values:

- **Supportive** - We are supportive of our customers and colleagues, recognising their contributions and making the best of their strengths to enable our communities to flourish.
- **Innovative** - We deliver the best services we possibly can, always looking for creative ways to do things better, putting the customer at the heart of our thinking, and being ambitious and focused on how we can deliver the best services now and in the future.
- **Respectful** - We treat colleagues, customers and partners with respect, listening to their views, empathising and valuing their diverse needs and perspectives, to be fair, open and honest in all that we do.

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- **Collaborative** - We listen to, engage with, learn from and work with colleagues, partners and customers to help achieve the best outcomes for everyone.

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Person Specification

Your ability to meet the job requirements will initially be assessed by the information provided on your application but further assessment will be undertaken at interview and, in some cases, by using other types of assessment(s).

Qualifications

- Certification in basic digital skills training (e.g., Essential Digital Skills, ECDL) or equivalent work experience

Experience

Essential

- Experience planning, delivering, and evaluating digital inclusion or community-focused activities.
- Experience helping customers, colleagues, or volunteers with digital skills or online information needs.
- Experience delivering training, workshops, or other structured learning.
- Experience working collaboratively with partners, community groups, or external agencies.
- Practical experience using a range of digital tools, devices, and information systems.

Desirable

- Experience developing digital learning resources, coordinating volunteers, or supporting community-based digital initiatives.

Knowledge, Skills & Abilities

Essential

- Strong practical digital skills and the ability to learn new systems quickly.
- Ability to explain digital concepts clearly and support learners with varying levels of confidence.
- Understanding of digital inclusion barriers and the needs of residents who lack skills, confidence, or access.
- Ability to identify training needs and develop suitable learning materials.
- Ability to design and deliver effective digital skills sessions for individuals or groups.
- Good organisational skills with the ability to plan and coordinate activities.
- Ability to work within project frameworks, guidelines, and service procedures.
- Ability to build positive working relationships with community organisations and partners.
- Strong communication and interpersonal skills, with the ability to support customers sensitively and work well in a team.
- Awareness of digital inclusion priorities, public library digital services, accessibility considerations, and the aims of Lancashire County Council and Cultural Services.

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Other Essential Requirements

- Commitment to equality and diversity.
- Commitment to health and safety.
- Display the LCC values and behaviours at all times and actively promote them in others.