**JOB DESCRIPTION – Digital/IT Solutions Officer**

**Organisation: Regen:fx Youth Trust**

**Location: Base Larkhall/Hamilton, South Lanarkshire**

**Hours: 35 hrs per week (including evenings and some weekends)**

**Salary: £29174**

**Term: Fixed Term 12 months (Community Recovery Funded Post)**

**Posted: 7th Sept 2021**

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| **GENERAL** | |
| **Role** | **Digital/IT Solutions Officer** |
| **Purpose** | To assess the organisations technology requirements and design new system/process automations using cloud infrastructure. Co-produce Digital/IT solutions with young people. Build digital resources with capabilities to widen our reach and ensure services can be accessed by young people and staff anytime, anywhere. |
| **Reporting to** | Regenfx Trust Manager |
| **Liaising with** | Young people, wider staff team, volunteers, sessional workers and external bodies when appropriate. |

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| **KEY AIMS AND RESPONSIBILITIES** | |
| **Key Aims** | * Establish a good working relationship with the Senior Management Team. * Provide effective Digital/IT leadership as a member of the management team. * Assess opportunities for Digital/IT Service improvements required within the organisation * Manage and monitor cloud infrastructure * Provide continual improvement processes to quickly identify work systems of vulnerability should government restrictions be re-instated. * Collaborate with staff, volunteers and service users for effective use of social media platforms that widen our reach and communicate effectively with young people. * Co-ordinate the development of a new website that includes portal functionality with external web developers. * Deliver ongoing training support with staff and volunteers. * Establish and facilitate a social media youth advisory group. |
| **Key** **Responsibilities** | * Undertake comprehensive needs and risk assessments to ensure that participant’s support needs are fully identified from the outset. * Develop an outcome-focussed, flexible support plan with each young person. * Provide practical and emotional support for young people to develop their capacity and take responsibility for their actions/inactions that could result in positive change. * Effectively manage a varied and complex caseload. * Lead the Street staff team with support from the Service Co-ordinator * Undertake all relevant monitoring and evaluation as required by the service and submit regular progress report. * Maintain participant records as required by the service. |
| **Additional Responsibilities** | * Develop and maintain effective working relationships with wider staff team at Regenfx and those working in external agencies. * Participate in in-house team events and any identified training. * Maintain professional and personal development to meet the changing demands of the role. * Other tasks as required by the management to meet the needs of The Street. |

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| **JOB AND PERSON SPECIFICATION** | |
| **Essential knowledge and experience** | Experience & Knowledge  * Minimum 3yrs experience in a similar role. * Experience of delivering IT training to staff. * Extensive knowledge of cloud infrastructure. * Extensive knowledge of Azure, Microsoft Automations, Virtual Networking and Infrastructure, Active Directory and User Management systems. * Experience of domain management. |
| **Desirable skills, knowledge and experience** | * Relevant IT qualifications. * Experience of supporting staff and volunteers to develop IT solutions. * Experience of working with young people in a youth work setting. |
| Personal Qualities | * A genuine interest in improving services for young people. * Ability to communicate at all levels effectively. * Good observational and analytical skills. * Ability to motivate and enthuse young people, staff and volunteers. * Personal commitment to making services equally accessible and appropriate to the diverse needs of young people. * Approachable and non-judgemental. * Ability to work under pressure. * Ability to work autonomously and as part of a team. * Ability to work flexibly and proactively. |
| Training and Development | * Willingness to undertake training and supervision, as required |