

JOB DESCRIPTION

Job Title: Digital Skills Trainer

Reporting to: CEO

Purpose: The Digital Skills Trainer will be responsible for delivering basic digital skills in 1:1's, workshops, and courses to older people. The Digital Skills Trainer will support learners to gain the necessary starter level skills and knowledge that will help them to bridge the digital divide that is present for this generation. This is an excellent opportunity for an individual to contribute to making a positive difference to people's lives.

Location: Terenure Enterprise Centre, 17 Rathfarnham Road, Dublin 6w.

Key Responsibilities and Duties

As part of the Training team, deliver basic digital skills training in face-to-face, blended, and online settings.

- Evaluate the effectiveness of training programmes and learning outcomes ensuring they fulfil the digital literacy/skills needs of the learners.
- Create, manage, and build positive and supportive relationships with learners using the appropriate digital literacy curriculum.
- Provide digital literacy support to the training team and other colleagues.
- Provide ad-hoc technical support for learners as needed.
- Provide accurate recordkeeping and data to other staff members to meet reporting requirements from funders and other stakeholders.
- Communicate effectively with other staff members and participate in staff team meetings.
- Communicate professionally with stakeholders and participate in stakeholder team meetings.
- Work flexibly and undertake any other tasks and responsibilities as assigned by in support of the overall work of Terenure Enterprise Centre, as may be assigned by the CEO.

Essential Skills and Core Competencies

- Good level of basic digital literacy skills and computer knowledge required (particularly smartphones and tablets)
- Excellent verbal and written communication skills
- Confident presentation and facilitation skills
- Proficiency in using Microsoft Office suite

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- Has a positive approach and the ability to work effectively with diverse groups of people.
- Ability to develop productive working relationships with stakeholders.
- Have strong attention to detail.
- Proactive and passionate about digital literacy and technology.
- Ability to multitask, use time effectively, and work independently.
- Passionate about working with adult learners and improving digital literacy levels in the community.
- Is approachable, friendly, supportive, flexible and a team player.

Experience and Knowledge

Essential

- Experience in confidently using a range of digital devices.
- The ability to provide basic training to older people on how digital devices function, particularly smartphones and tablets.
- Experience of being motivational and supportive to individuals and groups.

Desirable

- Experience working/volunteering in a social enterprise/non-profit organisation in learning and development activities.