**JOB TITLE:** Digital Training & Support Coach **HOURS:** 20 hours per week

**SALARY:** £14,227.20 per annum **FIXED TERM CONTRACT:** 31st July 2026

(£13.68 per hr)

**LOCATION:** Delivery from various sites across Walsall

**PURPOSE OF JOB:**

To digitally upskill and increase confidence in using a range of digital devices. The Digital Training & Support Coach will be responsible for the day-to-day running of the Digital Divide project, including the overall project management, location planning within community venues, face to face delivery, Individual Learning Plans, and ensuring accurate records are kept of all project activity to be able to provide comprehensive monitoring and evaluation to the WMCA as required.

TheDigital Training & Support Coach will represent the project on relevant forums and meetings to promote and showcase the work of the project.

This is a partnership project between Manor Farm Community Association and Bloxwich Community Partnership. Each organisation will employ a Training & Support Coach with an expectation that they work together across the community.

**MAIN ACTIVITIES:**

1. To be responsible for the day-to-day running of the project and its activities across Walsall, ensuring that activity meets the needs of the project specification, WMCA requirements and targets of the project.
2. To provide high quality delivery of basic IT support and the use of a range of digital devices within communities.
3. To complete all required data submission to the WMCA via ILR in line with the project specification
4. Plan locations for suitable periods in community locations within Walsall and undertake risk assessments
5. Engage and promote the service to residents in Walsall
6. To actively recruit project participants.
7. Liaise with external organisations/charities and sectors to enhance referrals mechanisms and promote the work of the Digital Divide project.
8. Ensure that data is collected and collated for monitoring of the contract outputs.
9. Represent at meetings/forums relating to the project.
10. Update social media and ensure regular distribution of flyers and other promotions.
11. Collate case studies to evidence work undertaken as per the specification
12. Any other duties or responsibilities commensurate with the position.

**OTHER REQUIREMENTS:**

Due to the varied delivery locations, you will need to have a full UK driving license and access to your own transport.

This position requires an enhanced DBS check to be undertaken.