

DIGITAL INCLUSION



Coventry City Council



DIGITAL SERVICE & INCLUSION LEAD

THE ROLE

Develop the organisation's 'digital customer offer'

Work with stakeholders and partners to explore solutions and funding opportunities

To shape and progress a programme of development to enable 'self-service' for the organisations service users

Work with central government, nationally with other local authorities, partners and colleagues to progress digital inclusion through; technology, skills, knowledge and awareness

RECRUITMENT

- Initial recruitment to temporary role was unsuccessful
- Now recruiting permanently with 10th October closing date
- Assessment wk. comm 18th Oct
- 12 month plan presentation brief

DIGITAL INCLUSION

LEAVE NO-ONE BEHIND



UNDERSTANDING

- 1. Intelligence - people
- 2. Intelligence - service offer

1A IDENTIFYING PEOPLE

2A MAP EXISTING OFFERS AROUND MOTIVATORS

1B DETERMINE COMMON MOTIVATORS

2A IDENTIFY DELIVERY GAPS

PROVIDING

- 3. Digital skills
- 4. Technical access
- 5. Data provision

3A FRONT LINE SKILLS

4A COMMUNITY PCs & LAPTOP LENDING

5A LOCATION WIFI REVIEW

3B COMMUNITY GROUP ENGAGEMENT

4B MEMBER CASE WORK

5B LOCAL OPTIONS WITH SUPPLIERS

LEARNING & EVOLVING

- 6. Influencing & collaborating
- 7. Review
- 8. Sustainable

6A BENCH-MARKING

7A CASE STUDIES & LESSONS LEARNED

8A FUNDING CONTRIBUTION TO TEAM

6B LOBBYING

7B DEVELOPMENT & RECOGNITION

8B SPONSORSHIP