

ROLE DESCRIPTION

Job Title	Digital Inclusion Apprentice
Salary Band	10 - 12
Reporting to	Senior Digital Inclusion Officer
Directorate	Investment & Delivery
Service Area and sub area	Programmes
Team	Digital Inclusion
Political Restriction	N/A

1. Primary Purpose of the Post
<p>This apprenticeship is an exciting opportunity to support the Combined Authority's Digital Inclusion programme through a range of innovative and community-based participation projects, helping residents online and ensuring they have the right skills, access and motivation.</p> <p>The apprentice will be required to undertake the 'Cultural learning & participation officer' (CLPO) level 3 apprenticeship standard through the duration of the role.</p> <p>The CLPO standard is built around planning and delivering community engagement projects using arts, culture, and digital tools. Through this, you will help design and run digital inclusion workshops that are culturally relevant and engaging, use creative methods to reach digitally excluded and hard-to-reach groups, and tailor activities to diverse audiences.</p> <p>The Digital Inclusion Apprentice will help identify barriers to digital participation, working with the Senior Digital Inclusion Officer, Digital Inclusion Outreach & Engagement Officer and Digital Inclusion Lead to deliver on the Combined Authority's Corporate Plan target to support over 10,000 individuals with support.</p> <p>The role equips the apprentice with the skills to plan and evaluate community-based digital inclusion projects, collaborate with partners, and communicate effectively with diverse audiences—ensuring that everyone has the opportunity to benefit from digital technologies and services.</p>
2. Key Role Specific Responsibilities
<ul style="list-style-type: none"> • Work collaboratively as part of the Digital Inclusion team to support the delivery of inclusive digital access and participation initiatives across the Liverpool City Region. • Attend training provider lessons and complete all required training and assessments as part of the Cultural Learning and Participation Officer apprenticeship standard.



- Support the planning, promotion, and delivery of outreach events and community engagement activities, including setting up equipment, welcoming participants, and gathering feedback.
- Monitor and respond to enquiries in the Digital Inclusion team inbox, ensuring timely and professional communication with internal and external stakeholders.
- Manage and process requests from internal teams for SIM cards and data through the National Databank, maintaining accurate records and ensuring fair distribution.
- Respond to residents and community members seeking support with digital access, signposting them to appropriate services and resources.
- Assist in the development of accessible learning materials and digital resources tailored to the needs of diverse audiences.
- Provide administrative support across the team.
- Contribute to the evaluation and reporting of digital inclusion projects, helping to measure impact and inform future planning.
- Adhere to all Combined Authority governance, policies, and procedures, including data protection, safeguarding, and equality and diversity standards.
- Any other relevant duties as required by the Senior Digital Inclusion Officer.

3. General Corporate Responsibilities

- Support the delivery of the Combined Authority's Corporate Plan
- Promote understanding of and adherence to the Combined Authority's core values by modelling appropriate behaviours and encouraging others to do likewise.
- Promote and encourage continued improvement in service quality and efficiency
- It must be understood that every employee has a responsibility to ensure that their work complies with all statutory requirements and with Standing Orders and Financial Regulations of the Combined Authority, and to ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice, and the Combined Authority's safety plan.

4. Recruitment Plan

Competency based interview, including a presentation.

PERSON SPECIFICATION

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Criteria		
Qualifications and Training	E = Essential D = Desirable	Identified By
<ul style="list-style-type: none"> 5 GCSE's Grades 4 or above including English 	E	A
<ul style="list-style-type: none"> A good level of literacy 	E	A, I
<ul style="list-style-type: none"> ICT Skills 	E	A, I

Experience and knowledge	E = Essential D = Desirable	Identified By
A demonstratable interest in supporting individuals	E	A, I
An understanding of the barriers facing digitally excluded individuals	E	A, I, P

Skills and abilities	E = Essential D = Desirable	Identified By
Interpersonal skills	E	A, I
Strong communication skills	E	A, I
Time management	D	A, I

Personal Attributes	E = Essential D = Desirable	Identified By
Team player	E	A, I
Flexible	D	A, I
'Can Do' attitude	E	A, I
Commitment to further learning	D	A, I

Core Behavioural Competencies	E = Essential D = Desirable	Identified By
Respectful, Action Focussed	D	I

Key to Assessment Methods:

A - Application	P – Presentation
I – Interview	



**LIVERPOOL
CITY REGION**
COMBINED AUTHORITY

METROMAYOR
LIVERPOOL CITY REGION