

JOB DESCRIPTION AND PERSON SPECIFICATION

Job Title	Digital Support Officer – Local Support Team
Accountable to	Co-ordinator – Local Support Team
Salary	£36,781 - £39,129
Working hours	Full-time 35 hours per week
Term	This position is full-time (based on 35 hours per week) for 1 year
Area Covered	Scotland
Special Conditions	The role will involve ‘in person’ work covering a wide geography across Scotland. Regular travel to the head office in Glasgow is required based on needs of the project.

About Scottish Drugs Forum:

Established in 1986, Scottish Drugs Forum (SDF) is the national, membership-based charity committed to improving Scotland’s approach to drug-related issues. We influence this through our work by striving for compassionate, inclusive, evidence-informed policy and practice.

About the Role:

The project is being developed and delivered as part of the Scottish Government-led National Mission on Drugs to address the public health emergency around drug related deaths and improve the lives of people who are affected by a drug problem. The Local Support Team provide enhanced support to small and medium sized community-based organisations to prepare to apply for funding and to complete the funding process.

This work focuses on organisations that work with people with lived and living experience of substance use and/or their families to reduce drug related harm.

This new role will focus on supporting the development and implementation of fundraising and digital strategies, as well as learning opportunities for grassroots organisations in collaboration with the local support team.

Key Tasks:

1. Support the development of fundraising and digital strategies for grassroots and community organisations.
2. Assist in the development and Implementation of fundraising and digital learning aimed at building digital capacity of grassroots and community organisations.
3. Collaborate with and support grassroots and community organisations in developing and enhancing their digital presence to foster innovation and increase public awareness.
4. Develop high quality material to support programmes and activities.
5. Enhance the development of new technologies and initiatives, including online programs and virtual learning materials.
6. Collaborate with the team to achieve the project's established objectives.
7. Facilitate the creation and delivery of learning events that showcase best practices within the sector.
8. Assist with the provision of reporting to SDF Board, Scottish Government, Corra and other funders.
9. Keep accurate records of work planned and undertaken.

Teamwork is a vital aspect to the success of SDF and all members of staff are expected to:

- Take part in regular team and inter-departmental meetings.
- Cover for absent staff where applicable.
- Integrate with the wider SDF team.

Other tasks

1. Support the aims and objectives of Scottish Drugs Forum and demonstrate understanding of, and active commitment to, the ethos and objectives of SDF. This will involve a partnership approach that supports communication, membership activities such as policy consultations, seminars and internal working groups.
2. Adhere to all internal and external SDF policies, procedures, systems and guidelines and to contribute constructively, as required to their ongoing development.
3. Maintain positive and constructive working relationships and work collaboratively with all members of your immediate team and the wider SDF team, to ensure that all staff are kept up to date with all relevant issues and developments.
4. Establish and maintain good external relationships with SDF stakeholders.
5. Actively participate in supervision, appraisals and team meetings and accept responsibility for identifying and meeting continual professional development and training needs as part of an ongoing process.
6. To undertake other duties relevant to the post and on occasion wider duties pertinent to SDF's strategic objectives and appropriate to the seniority of the post.
7. Maintain confidentiality, as appropriate, with sensitive or privileged information, including day-to-day observance of Data Protection guidelines
8. Secure premises, including setting alarm, as necessary.
9. Have regard for your own personal health and safety and that of those around you.

This job description is intended to outline the current requirements of the post, it is not an exhaustive list and it is recognised that jobs change and evolve over time. Post holders will be required to carry out any other duties to the equivalent level that are necessary to fulfil the purpose of the job, and to respond positively and flexibly to changing organisational needs.

Person Specification

Digital Support Officer	
• Relevant Experience	
<ul style="list-style-type: none"> • Experience of collaboration with organisations and delivering bespoke digital solutions and / or digital strategies. • Proven record of networking and relationship-building skills and working successfully with a wide range of stakeholders. • Experience of creating visually appealing and accessible content for digital platforms. • Strong knowledge of Instagram, YouTube, Facebook and TikTok and their respective audiences. • Working knowledge of digital marketing. • Knowledge of funding streams and income generation. • Knowledge of the National Drug Mission 	Essential
<ul style="list-style-type: none"> • Understanding the unique pressures faced by grassroots organisations. • Experience of fundraising and fundraising sources • Experience of working within drugs and alcohol or related services. • Experience of delivering social media / public awareness campaign • Undertaking digital audits • Experience of supporting organisations to develop e.g. governance, monitoring and evaluation systems; training and development recommendations and signposting accordingly. 	Desirable
• Qualifications	
<ul style="list-style-type: none"> • Relevant Professional/vocational qualification and or relevant experience. • Degree level qualification 	Essential Desirable
• Job Related Skills	
<ul style="list-style-type: none"> • Good written and spoken communication skills. • High attention to detail including aesthetics and design • Proficient in using design software such as Canva, Adobe creative suite. • Ability to engage effectively with diverse groups with different needs. • Ability to explain problems and solutions to non-technical audiences. • Presentation skills and the ability to present information clearly and appropriately at service and strategic level meetings. • Ability to use individual initiative and work to tight deadlines. • Proven ability and commitment to working collaboratively as part of a diverse team. • Open to client feedback 	Essential
<ul style="list-style-type: none"> • Project management to support multiple tasks, meeting deadlines and maintaining accurate records • Training skills to support the creation and delivery of learning materials. • Experience in video editing 	Desirable

<ul style="list-style-type: none"> • Fundraising skills, including knowledge of funding sources. • Understanding of analytical tools and optimisation techniques (for social media and search engines). 	
<ul style="list-style-type: none"> • Personal Attributes 	
<ul style="list-style-type: none"> • Evidence of key interpersonal skills such as active listening, cultural sensitivity, healthy working boundaries, a non-judgemental approach and an ability to manage conflict. • Evidence of working with people from varying backgrounds – from service users, frontline staff policymakers and commissioners. • Self-motivated and able to work on own initiative. 	Essential
<ul style="list-style-type: none"> • Work Circumstances 	
<ul style="list-style-type: none"> • Willingness to travel. • Ability to work effectively at home • Willingness to work out with normal hours • Able to travel to SDF office as required 	Essential
<ul style="list-style-type: none"> • A current, clean driving licence and use of a car. 	Desirable
<ul style="list-style-type: none"> • Protection of Vulnerable Groups 	
<ul style="list-style-type: none"> • This post may be subject to Membership of the Protection of Vulnerable Groups Scheme and a disclosure satisfactory to SDF, as the post holder may be working with protected adults. 	Essential