

Role Description Digital Hub Assistant



Line manager: Digital Hub Manager

Direct reports: None

Safeguarding Commitment

Safeguarding is at the heart of everything we do at PACT. We have robust measures and best practices in place to safeguard and protect the welfare of children, young people and vulnerable adults and we take pride in maintaining outstanding safeguarding standards.

We expect all employees, both current and prospective, to uphold and share this commitment and we value everyone's engagement and co-operation with our safeguarding processes to ensure that these are completed without delay.

Anyone joining our team is subject to PACT's safer recruitment pre-appointment enquiries. These enquiries include providing documentation to evidence the right to work in the UK, a Disclosure Barring Service (DBS) check, overseas police check (if applicable), references covering at least 5 years, a complete previous education and employment history timeline and the completion of mandatory safeguarding training. The DBS check level required for this post is Standard.

Diversity Commitment

PACT is a supportive and respectful place where people are passionate about making a positive difference to the lives of women, children, and families from many different backgrounds. We continuously look to progress the ways in which we create families and bring people together and encourage applications from people across all communities. We are committed to ensuring that our people and our services reflect the diversity of the communities we serve and applications from people from under-represented groups are particularly welcomed.

Learning and Development Commitment

PACT is committed to helping people to achieve their potential and flourish and, in doing so, enabling them to make a positive difference to the lives of the people we support. We recognise the importance of having the necessary knowledge, skills and qualities within PACT to enable us to meet our current and future business needs. Development needs might be at an individual, team or organisational level. All employees have equal access to learning and development opportunities, reflective of our commitment to equality, diversity and inclusion.

Role Description Statement

This document sets out the main purpose and key tasks of the role, the management reporting lines and the competency requirements for the role. The role description sets out PACT's expectations for the role and the post-holder. Regular discussions to support you in your role will take place together with your manager during your induction period, and after your probation period in your ongoing support and supervision meetings.

Digital Hub Assistant, February 2025

The Role

PACT has developed two unique online support and information services:

CATCH – Children and Trauma Community Hub for adopters, special guardians, foster carers and the professionals who support them, and

BOUNCE – to help families re-build and strengthen their relationships together, following their experiences of domestic abuse.

This role is pivotal in our Digital hub team to provide efficient admin support for these two digital hub services for our users and deliver a great customer service experience for our partners.

Key tasks

1	Monitor the digital hub inboxes, responding to enquiries in a timely manner with a customer service orientated approach
2	Respond to login requests; setting up logins for our users and contacting users and partners for verification when needed
3	Support service users who have issues in accessing the hubs
4	Maintain positive relationships with hub partners, providing regular user reports and responding to any queries in a timely manner
5	Develop knowledge of partners including contract dates, user allocations and contract specifications
6	Manage webinar attendee lists and send certificates to attendees
7	Maintain the CATCH individual subscription service, including Paypal reports
8	Provide regular hub and Google analytics reports for the Communications and Engagement team
9	Maintain hub data information on excel spreadsheets

Other	
1	To safeguard and protect children, young people and vulnerable adults in accordance with PACT's policies and procedures at all times.
2	To take on additional tasks related to this role as assigned by your manager.
3	To take responsibility for, and be committed to, personal and professional development and keep up to date with law, regulation, guidance, standards, government policy and research relating to all aspects of the work.
4	To demonstrate and uphold a commitment to promoting equality, diversity and inclusion in the workplace and throughout service delivery.

Person specification

Essential competencies	
<input type="checkbox"/>	Demonstrable customer service skills and can positively promote PACT to others
<input type="checkbox"/>	Good interpersonal skills: listens and communicates effectively. Fluent in written and spoken English
<input type="checkbox"/>	Communicates clearly to others with varying levels of technical skills
<input type="checkbox"/>	Organised and proactive in managing a busy workload. Can plan and prioritise efficiently to achieve timely responses and deadlines, whilst remaining positive and adaptable either working as an individual or collaboratively within a team
<input type="checkbox"/>	Responds to changing priorities and challenges, with an open mind and flexibility, and adopts a creative approach to solutions
<input type="checkbox"/>	Produces work with a high level of accuracy and attention to detail
<input type="checkbox"/>	Proficient in use of Microsoft Office: Outlook, Word, Excel, database systems and virtual tools: Teams and Zoom
<input type="checkbox"/>	Shows willingness to participate in and contribute to other Hub team activities and wider PACT activities

Desirable competencies	
<input type="checkbox"/>	Experience of working within the voluntary sector
<input type="checkbox"/>	Understanding of adoption or the challenges facing adopted children and their families

Additional information

All opportunities are based in the UK, and you must be eligible to live and work in the UK.

This is a part time post working 21 hours - 5 days a week (Monday to Friday between hours of 8.30am and 5pm). Days and hours would be agreed with manager.

Based from our Reading office, hybrid flexible working arrangements are in place for this post with a mixture of home and office working.