

# You can use this application form for the following positions:

## 1. Information & Digital Content Officer (Full Time)

All the above positions are 8 months contracts and funded by the National Lottery.

If you are applying for multiple positions you need to indicate and also complete the Person Specification separately for each position applied for. CSO is a Disability Confident Employer.

Start Date for all positions is W/c 1st July 2022 or Earlier

Applications must be returned by email to:  
jobs@councilofsomaliorgs.com.

(The application must be received no later than 28th June 2022 at 1pm)

Applicants must be available from interview on rolling basis

Notifications of Interviews details will be by SMS and Email.

Interviews will be held via Zoom or Telephone due to Covid-19 so please make sure you have access to the internet or telephone.

If you have not heard from us within 7 days of submission your application was not successful.

**LATE APPLICATIONS WILL NOT BE ACCEPTED.**

# APPLICATION FORM

***Confidential***

**POST APPLIED FOR (List if more than one): Membership**

## Coordinator

<b>SURNAME:</b>	<b>FIRST NAMES:</b>
<b>ADDRESS:</b>	<b>TELEPHONE NUMBER (Home):</b>
	<b>TELEPHONE NUMBER (Work):</b>
	<b>TELEPHONE NUMBER (Mobile):</b>
	<b>EMAIL ADDRESS: hkjohnson101@gmail.com</b>

**PLEASE INDICATE THE PERIOD OF NOTICE YOU ARE REQUIRED TO GIVE:**

**JOB SHARING is not offered**

### DECLARATION

Are you related to or have a close relationship with any CSO employee or volunteer? Yes  No

Are you related to or have a close relationship with any CSO Board member? Yes  No

Are you eligible to work in the U.K.? Yes  No

How many sick days have you had in the last 12 months?  
Please note that sickness is referred to in our reference request.

***This page is not seen by the interviewing panel***

**REFERENCES: (SEE NOTE 8)  
PLEASE GIVE THE NAMES AND ADDRESSES OF TWO REFEREES (ONE OF WHOM SHOULD BE YOUR PRESENT OR LAST EMPLOYER).**

	<b>REFEREE 1</b>	<b>REFEREE 2</b>
<b>NAME:</b>		
<b>POSITION:</b>		
<b>COMPANY/ ORGANISATION:</b>		
<b>ADDRESS:</b>		
<b>PHONE:</b>		
<b>IN WHAT CAPACITY DO YOU KNOW THIS PERSON</b>		

**IF YOU HAVE BEEN CONVICTED OF A CRIMINAL OFFENCE WHICH IS NOT SPENT, AS DEFINED BY THE REHABILITATION OF OFFENDERS ACT 1974, PLEASE GIVE DETAILS: (see note 9)**

**As part of our recruitment and equality monitoring processes we will collect and store sensitive data about you. We are required by law to obtain your consent to such data being recorded. Sensitive data is defined as information relating to any of the following: racial or ethnic origin, political opinions, religious beliefs, trade union membership, health, sexuality or sex life, offences and / or convictions.**

**By signing this form I give my consent to sensitive personal information being recorded and stored under the Data Protection Act 1998 on the understanding that it will be to determine my suitability for this post and to provide monitoring and statistical information on recruitment and equalities at Council of Somali Organisations (CSO).**

**I understand that in order to take up appointment I must first provide the Council of Somali Organisations with evidence of my eligibility to work in the U.K.**

**I declare that, to the best of my knowledge, the information I have given on this form is true and complete. I am aware that some of the information may be checked. I understand that my application is liable to be rejected, or if I have been appointed, that I am liable to be dismissed if any of the information is found to be false, or if there is any wilful omission or suppression of any material fact.**

**NAME OF APPLICANT (PRINT):**

**SIGNATURE OF APPLICANT:      DATE:**

***This page is not seen by the interviewing panel***

**EMPLOYMENT RECORD**

**A. MOST RECENT EMPLOYMENT**

NAME AND ADDRESS OF EMPLOYER	FROM: TO:	POST AND BRIEF OUTLINE OF DUTIES: •
REASON FOR LEAVING:		
SALARY:		

**B. PREVIOUS EMPLOYMENT (see note 6)**

NAME AND ADDRESS OF EMPLOYER	FROM: TO:	POST AND BRIEF OUTLINE OF DUTIES: •
REASON FOR LEAVING:		
SALARY:		
NAME AND ADDRESS OF EMPLOYER	FROM: TO: November	POST AND BRIEF OUTLINE OF DUTIES: •
REASON FOR LEAVING:		
NAME AND ADDRESS OF EMPLOYER	FROM: TO:	POST AND BRIEF OUTLINE OF DUTIES: •
REASON FOR LEAVING:		
NAME AND ADDRESS OF EMPLOYER	FROM: TO:	POST AND BRIEF OUTLINE OF DUTIES: •
REASON FOR LEAVING:		

**EMPLOYMENT GAPS**

<b>Please give details of all time not already accounted for above including periods out of work.</b>		
<b>Date</b>		
<b>From: To</b>	<b>Details</b>	

**TRAINING AND QUALIFICATION COURSES**

Name and Address of Institution or Course	Course Details	From: To:	(Date Obtained) Qualification obtained.

**COMMUNITY ACTIVITY**

<p><b>DESCRIBE ANY COMMUNITY ACTIVITY OR VOLUNTARY WORK YOU HAVE BEEN INVOLVED IN WHICH IS OF RELEVANCE TO THE POST:</b> (please give dates and name of organisation)</p>		
<p>From: To:</p>	<p>Description of Activity</p> <p>.</p>	

**Person Specification Section**

**You must complete this section using the order and numbering given in the person specification for this post. Please state under each of the criteria listed in the person specification what relevant skills or experience you would bring to this job. You can use experience and knowledge gained from current and previous employment, voluntary work, leisure interests and any other activities you consider relevant to this post. (Continue on a separate sheet if necessary (see note 7). *Please note the word count limit of 500 words at 12 pt size.***

**Additional Information and Disclosures**

## **Notes on Completing the Application Form -Project Officer 2019**

### **Council of Somali Organisations**

#### **NOTES ON COMPLETING THE APPLICATION FORM**

1. Please type or write in black ink. All forms are photocopied and black copies much better than other colours.
2. Applicants are welcome to continue on additional sheets of paper if there is insufficient space on the application form.
3. Do not submit your CV in lieu of completing the application form. Such applications will not be considered.
4. Do not send copies of references or certificates with your application.
5. Please assist us to monitor our recruitment process by fully completing the equal opportunities monitoring section. It is used for monitoring only and is **not** seen by the recruitment panel.
6. Please give in date order (starting with the most recent) the name of your previous employer(s), the dates employed, the title of the post with a brief outline of the duties, and the reason for leaving. Please use the continuation sheet if necessary (photocopy if appropriate).
7. Please address each of the points in the person specification in your application, giving examples of skills and previous experience where relevant. The skills/experience could have been gained in voluntary or paid work. Shortlisting will be done on the basis of the person specification.
8. Council of Somali Organisations (CSO) may contact referees for shortlisted applicants before interviews take place. If you want to be notified prior to referees being contacted or if you would prefer referees not to be contacted until you have been offered the post, please indicate this.
9. A criminal record will not automatically debar you from consideration for employment. If CSO has any concerns as to the effect a criminal record would have on your ability to carry out the functions of the post they would be raised with you.
10. If at any stage during the recruitment process you consider that you have been treated unfairly please contact the Director CSO or the Chair of CSO in confidence.
11. All applications must be sent electronically and received by the deadline.

**For more information about the application process you can contact Kahiye Alim, Director of CSO, on [kahiye@councilofsomaliorgs.com](mailto:kahiye@councilofsomaliorgs.com).**

**CSO Equalities Monitoring Form** - By completing this form you will help us to evaluate the accessibility and appropriateness of our events and services to people with protected characteristics. Funders require us to collect this information and it helps us to meet our obligations under the Equality Act 2010 when providing a service on behalf of a public body. Please tick as many boxes as suits your identity. Thank you.

Ethnic Background			
<b>Asian</b> <input type="checkbox"/> Bangladeshi <input type="checkbox"/> British <input type="checkbox"/> Indian <input type="checkbox"/> Pakistani <input type="checkbox"/> Other	<b>Black</b> <input type="checkbox"/> African <input type="checkbox"/> British <input type="checkbox"/> Caribbean <input type="checkbox"/> Somali <input type="checkbox"/> Other	<b>White</b> <input type="checkbox"/> British <input type="checkbox"/> Irish <input type="checkbox"/> European <input type="checkbox"/> Other	<b>Other</b> <input type="checkbox"/> Chinese <input type="checkbox"/> Latin American <input type="checkbox"/> Middle Eastern <input type="checkbox"/> Jewish <input type="checkbox"/> Mixed ethnicity <input type="checkbox"/> Gypsy, Roma or traveller <input type="checkbox"/> Other <input type="checkbox"/> Prefer not to say
Gender and gender identity		Sexuality	Marriage and Civil Partnership
<input type="checkbox"/> Female <input type="checkbox"/> Intersex <input type="checkbox"/> Male <input type="checkbox"/> Trans (female to male) <input type="checkbox"/> Trans (male to female) <input type="checkbox"/> Other <input type="checkbox"/> Prefer not to say	Is your gender identity the same as you were assigned at birth? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Prefer not to say	<input type="checkbox"/> Bisexual <input type="checkbox"/> Lesbian <input type="checkbox"/> Gay <input type="checkbox"/> Heterosexual (straight) <input type="checkbox"/> Transgender <input type="checkbox"/> Prefer not to say	Are you: <input type="checkbox"/> Married <input type="checkbox"/> Civilly partnered <input type="checkbox"/> Prefer not to say
Deaf, disability or health issue			
<p>Our work is informed by the social model of disability - that it is social 'barriers' which cause 'disability', rather than impairments. The Equality Act 2010 defines a disability as: "a physical or mental impairment which has substantial and long-term (lasting more than 12 months) adverse effect on your day to day living". Do you consider yourself to have a disability?</p> <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Prefer not to say <input type="checkbox"/> Blind/ visually impaired <input type="checkbox"/> Deaf / hearing impaired <input type="checkbox"/> Learning Difficulty <input type="checkbox"/> Mobility <input type="checkbox"/> Mental Health <input type="checkbox"/> Other disability <input type="checkbox"/> Other health issue <input type="checkbox"/> Prefer not to say			
Religion		Age	
<input type="checkbox"/> Agnostic <input type="checkbox"/> XAtheist <input type="checkbox"/> Buddhist <input type="checkbox"/> Christian <input type="checkbox"/> Hindu <input type="checkbox"/> Humanist	<input type="checkbox"/> Jewish <input type="checkbox"/> Muslim <input type="checkbox"/> Sikh <input type="checkbox"/> None <input type="checkbox"/> Other <input type="checkbox"/> Prefer not to say	<input type="checkbox"/> 16-18 <input type="checkbox"/> 51-60 <input type="checkbox"/> 19-21 <input type="checkbox"/> 61-70 <input type="checkbox"/> 22-25 <input type="checkbox"/> 71 plus <input type="checkbox"/> 26-30 <input type="checkbox"/> Prefer not to say <input type="checkbox"/> 31-40 <input type="checkbox"/> 41-50	
Media			
Where did you see or hear of the position being advertised?			



## **JOB DESCRIPTION**

**Job Title:** Digital and Information Development Officer

**Responsible to:** Director of CSO

**Responsible for:** The development of digital and information resources to support the charity's information and advice gateway

**Salary Scale:** £33,000 F/t Equivalent 37.5 Hours plus 8% pension contribution and home working expenses.

**Hours:** 37.5 hours a week over 5 days.

**Location:** Based at CSO's Office or at Home as agreed.

**Term of Contract:** 8 months initially renewable subject to further funding.

**Probation Period:** 3 months.

### **Job Purpose**

#### 1. General

1.1 To work with managers, staff and the charity's users in producing content and resources that optimise the CRM, website and social media functions allied to our website, our UK Community Hub Website and social media accounts such as Twitter.

1.2 To identify and implement improved digital and online tools that increase access to and the productivity of the charity's information and advice.

1.3 To support the relevant service manager in the coordination and oversight of the information and advice on our websites and social media.

1.4 Organise and coordinate the information and advice as the public facing side of the charity's wider operations.



## **2. Main Duties**

2.1 Research, write, edit, proofread, publish and maintain high-quality digital content that supports the charity's information and advice provision.

2.2 To Identify areas for service improvement and propose innovative solutions to meeting current and future needs of our clients and audiences through the use of digital technology.

2.3 To review and assist in the development of existing technologies to ensure that CSO is fully exploiting digital communication to support the provision and promotion of our services.

2.4 To work with managers and staff to provide timely updates to our social media, information channels and CSO app, and engage with clients, supporters and influencers.

2.5 To support senior managers and the Director in the development of a digital strategy that widens recognition of the charity's work and support to Somali Community in UK.

2.6 Use data analytics packages and CRM systems to manage data and produce analysis reports.

2.7 Identify areas for service improvement and propose innovative solutions to meeting current and future needs of our clients and audiences through the use of digital technology.

## **3. Quality Assurance**

3.1 Ensure at all times that the digital and information development works within charity's objects and operational standards.

3.2 Develop and maintain and ensure compliance with all corporate and operational policies relate to digital inclusion, its development and delivery particularly those related to information governance and GDPR.

3.3 To support managers and the Director in the production, analysis and reporting on the delivery and impact of CSO's services.

3.4 To ensure the learning and support needs, (particularly in relation to the use of digital technology) of volunteers delivering the information service is identified and managed.

3.5 To ensure oversight and compliance of the charity's digital and information governance obligations are fully met and to support senior staff in their review on an annual basis.

#### **4. Team Working**

4.1 Attend and actively contribute to Team Meetings and/or other events and activities across the CSO or other local networks. Particularly those related to the delivery and development of digital and information resources.

#### **5. Development**

5.1 Develop, propose and implement digital solutions to marketing campaigns for relevant services utilising a range of techniques including search engine optimisation, pay-per-click, social media, email, video, graphics etc. for relevant areas of work.

5.2 Identify areas for digital expansion and development particularly that of training and skills development for staff, volunteer competence in the organisation

5.3 Identify and option opportunities for skills and capacity development in the use and application of digital tools by older people accessing ours and other online resources of providers.

#### **6. Other**

6.1 Able to use cloud based and online systems for statistical recording, record keeping and document production

6.2 Actively implement the aims, principles and objectives of CSO's policies particularly those related to safeguarding, equalities, and health and safety.

6.3 Carry out any other relevant tasks as required, to ensure the effective development of the organisation and the delivery of its services.

6.4 To work with other CSO staff, particularly the Training Coordinator in the development and support of all areas of the service.

This job description is not restrictive and the jobholder may be required to undertake other duties, as directed by the Director.

**Additional personal qualities required by this post:**

**Engaging with Others**

1. Able to conduct presentations to large audiences.
2. Extensive experience of successful partnership working either within the business or voluntary sectors.
3. Experience of convening and facilitating project groups.
4. Able to work on their own initiative.
5. A capacity to work successfully with a wide range of people and agencies across all sectors.
6. Ability to communicate clearly and effectively both orally and in writing to engage the interests of a wide range of audiences.
7. Ability to manage conflicting demands within a political environment.
8. Effective negotiation and influencing skills.
9. Willingness to work flexibly, including evenings and weekends as required (normal hours of work will be 5 days if full time, Monday to Friday 9:30 am to 5:30pm).

**Job Title: Digital and Information Development Officer**  
**Person Specification**

<b>Skills, Abilities and Knowledge</b>	<b>Essential</b>	<b>Desirable</b>
Formal training or qualification – or equivalent – that demonstrates understand and application of digital and information development in a charitable setting.	√	
Knowledge and understanding of the role of digital technologies in the development and delivery of charitable services, particularly information and advice.	√	
Experience of developing digital and information-based solutions to meet the changing demands of charity sector and those that use its services.	√	
Excellent up-to-date grasp of digital technologies including a working knowledge of CMS's and HTML.	√	
Working with websites and content management systems.	√	
Knowledge and experience delivering social media and online marketing to increase SEO or to drive traffic and increase wider brand recognition of the charity and its work	√	√
Ability to promote the service, build local partnerships and increase recognition of the charity's impact in promotion of equality agenda.	√	√
Understanding of current legislation and operational obligations related to GDPR and Information Governance as relates to an organisation such as CSO.	√	√
Experience of coordinating a public facing information support function in a community-based setting.	√	√