Job Description

World Association of Girl Guides and Girl Scouts

Title:	Digital Learning & Community Assistant
Responsible to: Location	Digital Learning & Community Lead, Core Mission Team
Responsible for	People: N/A
	Budget: N/A

Key Working Relationships:	All WAGGGS staff, WAGGGS senior/governance volunteers, WAGGGS Member Organisations, WAGGGS operational volunteers, digital platform supplier, translators

This is a fixed-term contract for 6 months. The post may be home-based in countries where WAGGGS is able to contract for services.

About Us:

Girl Guiding and Girl Scouting is the world's only movement for every girl and any girl because we believe that each of them deserves to be the best they can be. Free to make what they want from the Movement, girls learn by doing, make friends and have fun. In safe, local spaces, girls develop the skills and attitudes to change themselves, their communities and our world. The World Association of Girl Guides and Girl Scouts (WAGGGS) keeps the global Movement thriving, united and growing.

Job Purpose:

We are currently preparing the launch of Campfire, a new online platform to support the Girl Guide and Girl Scout Movement across 152 countries. Campfire will enable WAGGGS volunteers, employees, Member Organisations and their members to connect and learn in a digital space as a global community.

Over the next six months we will gradually welcome different user groups onto the platform, as well as support new content creators and community managers to learn to use the platform.

You will support users with a variety of tasks such as solving minor technical glitches, ensuring users can access the platform with their credentials and answering simple questions or requests. You will collaborate closely with the Digital Learning and Community Lead to design learning resources and guides for users and content creators, create communications assets to support engagement on the platform, and contribute to the general project management of the platform.

This is a good opportunity for a tech-curious, flexible and self-led learner, early in their career, that gets excited about supporting others and finding creative solutions. You will join the team right at the beginning of a great adventure and contribute to shaping an innovative digital solution that has the potential to change how we work as an organization.

Job Description

Key Responsibilities:

1. **Support stakeholders**
   Advise different groups on their best use of the platform. With the Digital Learning and Community Lead, create and disseminate training and resources to support users. Provide administrative and trouble-shooting support.

   a. **Support platform users**
      You will answer to end users' queries supporting the solution of technical issues, guiding them step by step to set up their profile and creating and curating resources. Your customer orientation will be crucial when assisting end users in their UX and building and maintaining an internal knowledge base for them. You will also create short video tutorials showing how to perform simple actions on the platform. End users can be representatives of our member organisations, event participants, colleagues from Staff, volunteers and local leaders.

   b. **Support content creators and community managers**
      You are tech curious and a self-led learner that enjoys enabling other people to create and support them to overcome technical barriers and tech-shyness. You will answer their queries, solve minor technical issues and maintain a question log for internal use and a technical support page for content creators (courses, events, etc) and community managers. You will also create short video tutorials showing how to perform simple actions on the platform. As WAGGGS is a volunteer run organisation, content creators and community managers will be mainly volunteers.

2. **Work with the Digital Learning and Community Lead to design and update monitoring tools, disseminate knowledge about the platform and find creative solutions**
   In close collaboration with the Digital Learning and Community Lead, you will co-design project management and monitoring tools to ensure the project is going as planned. You will keep these tools up to date to enable the Digital Learning and Community Lead to have an overview, communicate promptly should any change in plans be anticipated and provide reports on request to keep diverse internal stakeholders informed on progress and plans.

3. **Support effective content curation**
   In collaboration with the Digital Learning and Community Lead, encourage the frequent addition of strategically selected new content to the platform by staff, volunteers, and WAGGGS Member Organisations. Provide advice and tools to content creators to ensure high-quality, accessible and relevant material. Responsibility for the majority of content creation remains with the content owners, whether staff or volunteers.

This job description is not exhaustive and serves only to highlight the main requirements of the post holder. The line manager may stipulate other reasonable requirements.

The job description will be reviewed regularly and may be subject to change.

Person Specification

Area:	Essential:	Desirable:
Qualifications:	● High school level qualification or similar technical studies	● 1+ years' experience in this field
Experience:	● Proven track record in community building and management ● Experience in communicating and collaborating in a complex international environment; working across time zones and geographies, working with volunteers, and taking other languages, perspectives, access to Internet and levels of IT skills into account. ● Managing relationships with tech-shy people while providing remote IT support via email or video call	● Experience in the international charitable and/or Association sectors, particularly in an educational and/or youth work context ● Experience with organizing (in person and online) events ● Experience working with Drupal or similar content management systems ● Experience in creation of simple effective 'how to' videos and resources ● Familiar with using analytics tools to generate necessary reports and surface relevant data to support decision making and continuous improvement
Skills and Knowledge:	● Fluent plain English communicator comfortable creating and curating high quality content in a wide range of forms. Can interpret and respond to posts in the community in alignment with WAGGGS' tone of voice and values ● Simple project management skills to be able to autonomously manage simple projects, and identify risk factors to escalate them ● Beginner in managing e-learning systems and developing e-learning materials ● At ease with a wide range of digital tools and with a fast digital learning curve	● Language skills in French, Spanish or Arabic ● Understanding of non-formal education ● Knowledgeable and passionate about online communities and learning, and well connected in the sector.
Personal Qualities:	● Able to self-manage and take initiative ● Tech-curious, self-led learner ● Flexible and patient	● Passionate about learning design

	● Agile, open minded and solution-oriented outlook ● Excellent attention to detail ● Enthusiastic collaborator and active listener who invests in building positive relationships with all stakeholders and seeks other perspectives to strengthen their work.	● Passionate about graphic design and simple video editing ● Passionate about open-source software
Other Requirements:	● Fluent in spoken and written English ● Experience working remotely/in a dispersed team ● Occasional work outside regular office hours	● Experience in/familiarity with the Girl Guide and Girl Scout Movement, or other non-formal educational youth organisations
Working for WAGGGS:	● Able to demonstrate a commitment to and be a role model for WAGGGS' organisational values of: Member Driven; Brave; Inclusive; Empowering; Transparent; Professional ● Passion and commitment for education and global issues affecting girls	

Special Notes:
None