



National Helpline Intern Recruitment Pack



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Information for applicants

Application process

To apply to this role, please submit the following to recruitment@peopleknowhow.org as email attachments:

- CV (please do not include a photo)
- Cover letter
- Completed Applicant Information Form – download from [our website](#)
- Equality & Diversity Monitoring Form (optional) – [complete online](#)

Should you be shortlisted and invited to interview, the interview panel will be looking for evidence that you meet the key responsibilities and person specification in the job description. When preparing for interview, we recommend using the STAR technique.

Equality & inclusion statement

Our recruitment decisions are based on fair processes, with appointment on merit. We anonymise all applications before shortlisting. We welcome applications from everyone and are committed to creating a culture in which equality, diversity and inclusion are actively promoted and discrimination is not tolerated and as such understand our legal duties outlined within the Equalities Act 2010.

Accessibility

Interviews may be held in person and we will share the interview questions with you in advance of your interview.

Please indicate any accessibility requirements needed in the Applicant Information form. Should you be invited to interview, we will ensure that our sites are fully accessible and enable you to participate fully in the interview and any other exercises required as part of the recruitment process. Reasonable adjustments can include having someone to accompany you if needed, requesting a sign language interpreter, requesting different document formats, etc.

If you would like to discuss requirements, reasonable adjustments or share further details with us, please contact recruitment@peopleknowhow.org. Details of any request will only be shared in order to put any adjustments in place and with your consent.

Eligibility to work in the UK and verification checks

We will carry out a verification check with candidates shortlisted for interview before the interview takes place. Shortlisted applicants will be required to produce:

- Proof of eligibility to work in the UK
- Proof of identification
- Proof of home address
- If relevant, any qualifications deemed essential

Details will be sent with the invite to interview and verification checks will be carried out before interview. Please note that for this role we require all candidates to be eligible to work in the UK and are unable to sponsor candidates who are not already eligible.



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References

Should you be selected for the role, we will ask you to provide the contact details of two people willing to act as referees. At least one of the referees should be a professional referee.

Salary

New starts will start on the first salary scale point for that post, unless otherwise stated.

Benefits

All staff members will be entered into our organisational Health Cash Plan, providing benefits including money back on health appointments, advice and helplines and retail discounts.

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Role description and person specification

Role title:	National Helpline Intern
Main work base:	Hybrid, home working with office bases at Fisherrow Centre, Musselburgh and Straits Meadow, 61-63 London Road, Edinburgh
Team:	Reconnect
Reporting to:	Reconnect Team Leader (Helpline)
Direct reports:	None
Salary:	£22,374 (pro-rata)
Contract:	3 months (June, July, August)
Hours:	Full time, 35 hours a week (with the option of flexible working)
Closing date:	Noon 30 th April 2024
Interview date:	To be discussed – flexible dates in May
Number of positions	1

Role purpose

The **National Helpline Intern** is responsible for working as part of the [Reconnect](#) team, supporting our national helpline, Connecting Scotland. The helpline provides over-the-phone support to people all over Scotland to use devices like computers, laptops, tablets and smartphones, and ask questions about digital. The role supports our strategic aim of ensuring that everyone in Scotland is digitally included and has affordable data. We work towards this aim by managing a national digital support helpline and by providing one-to-one and group support in communities.

This role is open to applicants of any background and any age above 18. We're particularly interested in receiving applications from people who are from ethnically diverse backgrounds, living with a disability or from low-income households.

Key responsibilities

- Acting as the first point of contact for all calls coming in through our national digital helpline
- Providing responses to enquiries and basic digital support to callers
- Supporting us to analyse caller data
- Supporting our staff in obtaining monitoring and evaluation data
- Supporting staff to distribute data where appropriate
- Supporting staff to collaborate with partners



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Additional responsibilities or deliverables

- Where possible, you may be asked to support staff at our in-person drop-in groups

Behaviours

- Passionate about working with people of all ages around digital and wellbeing; empowering them to reach their potential
- A positive, professional 'can do' attitude
- Flexible and able to adapt to change to meet the needs of the organisation
- Driven to make a real difference with a shared vision and commitment to what we do
- Understanding others' behaviours and culture and treating everyone fairly

Person specification

- Good communication
- Confident answering the phone
- Friendly, positive attitude
- Bring new and innovative ideas about how we can improve our team
- Believe in People Know How values and look to promote our cause

Personal requirements

- A genuine respect and regard for people of all backgrounds
- A passion for supporting people to unlock their potential

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We also encourage you to fill in our [Equality & Diversity Monitoring Form](#).

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About People Know How

We run services and campaigns in Scotland that place people at the centre, making their voices heard to improve their wellbeing, overcome barriers and solve social issues. We do this through collaboration with charities, universities, businesses, government and various other bodies.

People Know How is a Scottish charity that aims to improve wellbeing across communities by supporting people to overcome barriers and thrive. We deliver services locally in Edinburgh and the Lothians and engage in research and campaigning to effect change on a national scale. We also provide a national digital support helpline.

Our work supports all parts of the community including children, young people, families and adults. Our services recognise the varied and intersectional experiences and needs of each individual. This is why we take a hybrid approach to our service delivery, combining a holistic model with tailor-made support while also making use of partnerships to signpost to other appropriate interventions in addition to our own service offerings.

These partnerships play a key role in placing the voices of those we support at the centre of our work to effect social change. By collaborating across the four sectors (third, public, business and academic) we are not only able to work together to deliver local support, but also engage in research, and campaign for policy change nationally.

Since our foundation in 2013 we have formed a People Know How community made up of staff, trustees, volunteers, interns, placement students, the people we support and stakeholders across the sectors. We're committed to inclusion and value the diverse experiences of every member of this community.

People Know How aims to achieve **three strategic aims**, correlating with our key services and spaces: [Positive Transitions](#), [Reconnect](#) and [All Aboard](#).

- To provide spaces for people to gather, collaborate, exchange ideas and improve wellbeing, both in person and remotely.
- To improve digital inclusion in Scotland by providing support and campaigning for everyone to have access to digital skills, affordable data and devices, to safely communicate, connect and engage with opportunities.
- To improve school transitions for all children and young people across Scotland by providing support and campaigning for children, young people and families to have access to the support they need in the transition from primary to secondary school.

Our **mission** is to support people to overcome barriers so that their wellbeing can be improved, effecting positive change at its root.

Our **vision** is for those who need support to be heard by decision makers and placed at the centre of solving social issues.

Our **values** are to be people-centred & people-led, collaborative, inclusive, innovative and action-orientated.



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Our process

All of our work is formed and developed using our social innovation model. We ask, evidence, do, share, and repeat. We then use our learning to effect change on a national scale through research, campaigning and influencing.

Ask

We begin projects by asking people to share ideas, needs, strengths and assets. We believe people know how to identify their needs and the solutions to help them to fulfil their potential and solve social issues.

Evidence

We review literature and best practice, collaborate to inform people's ideas and ensure an evidence base before proceeding with a project. We never duplicate existing services and offer truly unique solutions.

Do

We run projects and deliver activities, putting ideas into practice, testing, and refining as we progress. A robust framework of monitoring and evaluation is built into our projects, constantly gathering data to assess our progress and performance.

Share

We share the approaches and impact of our work to recognise and celebrate the positive outcomes whilst identifying where improvements can be made. We then ask people for feedback on what we have shared, thus creating a cycle which drives continuous improvement.

Research

In collaboration with academic institutions, private enterprise, third and public sector partners and government, we initiate research to test innovative solutions to entrenched social problems. This ranges from multiyear longitudinal studies to nationwide mass participation, all the way to small locality-based surveys.

Campaigns & Lobbying

We design and run nationwide campaigns that aim to influence government policy, enhancing community development and acting as a catalyst for systems change across Scotland.

Our services

Positive Transitions

Positive Transitions supports children, young people and their families in the transition from primary and secondary school across Edinburgh and the Lothians. The service is designed to support them to feel valued and understood, improve their self-esteem and peer relationships, and enable them to fulfil their potential.

peopleknowhow.org/positive-transitions

Reconnect



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Reconnect offers support to adults and families in Edinburgh and the Lothians to help them improve wellbeing by increasing digital and social inclusion. The service also includes the Connecting Scotland digital support helpline, offering digital support across Scotland.

peopleknowhow.org/reconnect

All Aboard

All Aboard is a canal boat run by People Know How in collaboration with [Polwarth Parish Church](#). The boat hosts unique trips on Edinburgh's Union Canal for community groups and organisations to improve wellbeing, socialise and discover new experiences while surrounded by nature in the heart of the city. Through All Aboard we also offer unique volunteering opportunities to join our crew or become a helmsperson on the boat.

peopleknowhow.org/all-aboard

VIPs

We call our volunteers, interns, and placement students VIPs; and we recognise that improving wellbeing is not limited to the people using our services. A key aim of our services is to help VIPs improve their wellbeing, increase confidence, and feel happier and more socially connected in their lives.

peopleknowhow.org/join-our-team

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