REAL IDEAS

Role Profile

Job Title: Digital Intern

Location: Based at Liskeard Library

Hours: 26 hours per week to be worked flexibly including evenings & weekends to suit the needs of the business/team

Salary: £22,932 per annum, pro rata (Real Living Wage)

Contract: Fixed Term Contract (12 months)

About Real Ideas

Real Ideas Group works to solve problems and create opportunities that regenerate communities and support individuals to progress and flourish. The Group is made up of four business units, each leading and growing a specific area of practice – Real Immersive; Real Art, Make, Print (RAMP); Nature and Neighbourhoods and Real Pathways. All are linked by our shared values and continuing commitment to social enterprise.

Real Pathways

Real Pathways supports individuals, groups and communities to develop their skills towards personal development, learning or employment opportunities. This unit offers a programme of opportunity that has inclusion at its heart and seeks to make a long and lasting positive impact, using the power of language and communication to develop life skills, careers and communities.

Real Pathways also runs the newly renovated Liskeard Library, recognising the power of innovative libraries to change lives.

Job Purpose

This year-long internship focuses on two key workstreams: digital inclusion and digital aspiration. The Digital Intern will support individuals and communities with low-level digital skills while helping to expand the library's role in fostering advanced digital competencies, such as coding and immersive technologies. This role directly addresses the growing digital divide, helping to empower local residents with the skills and confidence to participate fully in a digital world.

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As part of this internship, you will also receive mentorship, training, and professional development support from Real Ideas and the project sponsor, with opportunities to upskill in immersive technology.

Main duties & responsibilities

Digital Inclusion
- Provide one-to-one support to community members for everyday digital tasks (e.g., setting up email accounts, navigating online services, and accessing digital platforms for housing, benefits, or healthcare).
- Support Library volunteers to assist in digital inclusion activity with the public.
- Design and deliver tailored workshops for low-skill learners in topics such as:
    o Digital Basics (e.g., introduction to smartphones, tablets, and laptops).
    o Staying Safe Online (e.g., cybersecurity and avoiding scams).
    o Using Online Services (e.g., navigating government, banking, and healthcare platforms).
    o Employment Skills (e.g., job search, CV creation, and online applications).
    o Social Connections (e.g., communication tools like WhatsApp and Zoom).

Digital Aspiration
- Expand the library's current coding club offer to include advanced coding projects and challenges.
- Introduce immersive technologies (e.g., VR/AR) and teach their applications in gaming, education, and beyond, with a focus on Unity and Unreal Engine.
- Partner with schools and local tech companies to connect young learners with digital career pathways.
- Plan and deliver a Digital Showcase Day to highlight young people's projects and inspire community engagement.
- Mentor young participants in creating showcase projects, such as interactive tech displays or coded solutions for the library environment.

Other role-specific responsibilities
- Work directly with community members to assess their digital skill needs and provide tailored support.
- Facilitate engaging workshops to teach essential digital skills to individuals and small groups.
- Develop and expand coding and immersive tech programs for young learners.
- Build partnerships with local schools, businesses, and organisations to create sustainable digital opportunities.
- Collect and analyse feedback to measure the impact of the program and improve its delivery.
- Support library staff with the integration of digital skills programming into broader library services.

Real Ideas Wide Responsibilities

- To represent Real Ideas well, understanding and talking coherently about Real Ideas products and programmes to provide more value for customers and members.
- Work collaboratively across Real Ideas Business Units through active participation in Teamwork Packages or other working groups.
- To adhere to and uphold Real Ideas' social purpose, strategic aims and policies.
- To contribute to a culture of inclusion and equality and demonstrate a commitment to removing all forms of discrimination.
- To act with integrity and always maintain the highest professional standards.
- To strive to meet individual and collective targets.
- To maintain the level of qualifications/personal and professional development and competence required to carry out this role and notify the company immediately of any circumstance that affects this.
- To use all Real Ideas systems & processes proactively and effectively.
- Track, report on, push for and celebrate social and environmental impact through the work we do, helping us create more as a result.
- A flexible approach is required for the role.
- Additional, reasonable duties commensurate with the role and as agreed in advance from time to time.

This job description is not necessarily an exhaustive list of duties and is intended to reflect a range of duties the post-holder will perform. The job description will be reviewed regularly and may be changed in the light of experience and in consultation with the post-holder.

Scroll down to view the Person Specification…

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Person Specification

Our values: How we behave

Working at Real Ideas is exhilarating, but it can also be challenging; we're not a typical organisation and by design we don't fit into traditional business structures or strict 9 to 5 working hours.

There's nothing typical about the people who work at Real Ideas. With experience in many different industries and cultures the one thing we all have in common is a passion to make a positive difference in the world.

Principally we're looking for people who embrace our vision and values, and who want to join us on this journey. Whilst your technical skills and abilities are important, being on board with our vision is crucial.

You'll need to be dedicated, tenacious and enjoy the challenges of working as part of multi-disciplined team. At Real Ideas collaboration is key, so you'll need to be a great team player, up for working with a wide range of people from colleagues and partners to members and suppliers.

We're interested in finding people who are proactive, hungry for opportunities to be responsible and accountable, and who can ride the waves of change with the wind in their hair and a smile on their face.

And because we always strive to be the best we can be, you'll be happy to challenge and be challenged.

If this sounds like you, then read on…

We use the following criteria to assess your suitability for the role. Please note that requirements at the application stage represent the minimum requirements for shortlisting purposes.

Qualifications	- Relevant digital/IT or computer science qualifications at L3 or above, or extensive experience and portfolio of work. - GCSE Maths and English grade 4 or above - Degree or equivalent desirable.	Application
Behaviours	**Adaptability** Looking at your ability to adapt to change	Interview

	Culture Fit Do you share our beliefs/values and bring about diversity within Real Ideas?	**Interview**
	Collaboration Can you collaborate effectively and work well with others?	**Interview**
	Growth Potential Do you have the potential to grow with Real Ideas and can evidence goal setting and motivation?	**Interview**
	Prioritisation Are you able to decide which task needs to be tackled immediately and which ones can wait – someone who can manage their time and prioritise effectively.	**Interview**
	Digital Technology Do you have a commitment to adopting and using digital technology effectively to help solve problems and add value to the work of Real Ideas.	
Experience	• Experience of working with individuals with varying skill levels is desirable. • Some background of delivering workshops, training sessions or community engagement initiatives is desirable. • Demonstrated ability of explaining/teaching others. • Experience of coding in Python, C# and C++.	**Application/ interview**
Knowledge	• Comprehensive understanding of digital platforms, basic cybersecurity, and general technology use. • Strong grasp of the fundamental principles of coding and the applications of different languages to different solutions. • Basic knowledge of how to undertake simple wiring and electronic engineering projects using microbit equipment or similar. • Basic understanding in the use of game engines and 3D graphic design platforms. • Knowledge relating to the use of immersive technology (e.g. VR/AR), or digital creative tools (video and audio production) is desirable but not essential.	**Application/ interview**

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Skills	• Excellent written and verbal communication skills. • Ability to plan, organise, and deliver projects efficiently. • A collaborative mindset with excellent teamwork skills. • Ability to 'teach' and communicate with others digital concepts and functions • Ability to work with a diverse set of people of multiple age groups and backgrounds • Able to work one to one and with groups	**Application/ interview**
Other	• Adaptability and enthusiasm for working with diverse groups. • Passion for digital skills, education, and community impact. • Strong commitment to diversity, equity & inclusion with a good knowledge and understanding of how discrimination works and wants to work in an environment that challenges this. • A strong empathy with the values and ethos of Real Ideas.	**Application/ interview**