

# Digital Rights Caseworker

**Closing: 8th September 2022**

**Salary: £32,000-36,000 GBP (dependent on experience, plus 10% contributory pension)**

**Full time, 18-month contract with renewal subject to grant funding.  
London based (E1)**

Based in East London, Worker Info Exchange is at the cutting edge of defining the future world of work where algorithmic management is fair and transparent. We are now expanding our team (in a shiny new workspace) so that we can increase our engagement and reach to app-based workers in precarious employment and to the communities where they live and work.

Join our exciting campaign to empower London gig workers by helping them take control of their personal data at work, develop a worker led data trust and challenge for ever greater algorithmic transparency at work.

You will be responsible for casework management for our digital rights portfolio. In this key new role, you will engage with workers and local communities in London to organise workers through the assertion of digital worker rights.

Digital rights are increasingly important in the fight for worker rights for gig workers who are surveilled, managed and controlled at work by hidden algorithms. Opaque automated management systems foster exploitation and discrimination while blocking access to worker rights protections established in law. For more information on our work, read our report, [Managed by Bots. Data Driven Exploitation in the Gig Economy.](#)

Apply by sending a cover letter and CV to [office@workerinfoexchange.org](mailto:office@workerinfoexchange.org). If you would like to discuss the role informally, we encourage you to please send an email to the same address to arrange a time to speak.

## **Critical role outcomes:**

- Support workers in exercising their rights including making data subject access requests and filing complaints. Our objective is to increase the number of workers exercising their digital rights at work.
- Educate platform workers on their digital rights at work including access to personal data and to algorithmic management transparency.
- Support the development and expansion of our emergent data trust for the purpose of building worker collective power.
- Develop communications strategies, write persuasive copy and create engaging messaging for a variety of audiences and across multiple digital channels. Produce video and audio content.

- Identify local communities to promote and extend the reach of work. Holding various outreach activities, such as workshops or informal meetings.
- Lead visible and effective campaigns within local communities and the wider trade union movement.
- Measure impact of our work and the effectiveness of the existing digital rights at work regulatory regime.

### **Essential skills:**

- Ability to recruit, support and motivate participants to join our worker data trust and to exercise their digital rights at work.
- Diligent in management and follow up with client casework.
- Ability to identify communication, legal and technical support requirements to reach our objectives.
- Ability to build formal and informal coalitions with London community groups identifying shared self-interest.
- Ability to project plan and execute industrial and/or community organising and strategic recruitment campaigns that meet specific objectives.
- Able to work as part of a small, integrated, multi-functional project team. Well-developed analytical and problem-solving skills.
- Knowledge of membership and contact database systems problem-solving skills.
- Ability to develop constructive relationships with trade unions, community groups, other stakeholders, and employers.
- Good verbal and written communication skills with the ability to communicate effectively with a range of audiences, including social media skills.
- Excellent written, public speaking and presentation skills for both online and in person events.
- Ability to contribute to the design and delivery of training on organising to members and community activists.

### **Desirable skills:**

- Experience in digital campaigning and marketing including advertising, recruitment, marketing, outreach. You will have experience in using web and social media tools for such campaigning.

- Trade union organising or issue-based activism and social justice campaigning – you will have some experience supporting worker organising or as an activist on an issue-based campaign.
- Ideally you will have fluency in one other language besides English.

**Your work preferences:**

- You will be a self-starter with the resilience to drive your work independently. You will enjoy working with, for and motivating those we serve – gig workers.
- You will be super organised with attention to detail and to our commitment to follow up on every worker contact.
- You will be a creative and inspiring communicator.

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**If you fit the profile of the candidate we are looking for, we can promise you an amazing experience and a ground-breaking challenge.**

**Join us!**