**Digital Champion Role Description**



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**Are you Interested in helping people use the internet?** With so many people within Barking & Dagenham who struggle to use the internet or using their devices, we can support them in achieving their goals, whether it happens to be accessing Council services online, booking GP appointments, communicating with family and friends or even shopping online.

We are looking for willing and able volunteers to assist in running of sessions for our residents and to keep them up to speed with the latest technology. Our volunteers will be able to offer the following services:

1. Gadget Drop ins – Members of the public can bring their own devices such as tablets, laptops or smartphones and ask questions about how to set them up or use them better. Available via appointment.
2. Beginners sessions - Helping people with using the internet for the first time and understand what it can offer them. These sessions can be booked on a 1:1 basis or a small group via appointment only.

**We need volunteers who have:**

* An interest in technology and the internet. You do **not** need to be an expert!
* Knowledge of both basic and additional IT such as emails, skype, using social media (Facebook, Instagram, Twitter)
* Willingness to learn and share basic information about Cyber Security.
* Completed the Digital Champion Essentials course on the Digital Champions Network.

**You must be:**

* A good communicator, the ability to pass on knowledge in a way that suits the learner.
* Warm, patient, and friendly personality.
* Creative and open to new ideas and approaches.

**Digital Champion Plus**

This part of the role will be of interest to you if you are interested in helping people digitally with their money worries. Are you:

* Interested in supporting those who are struggling with money.
* Able to work on a 1:1 basis with customer to complete online forms in respect of applying for benefits etc.
* Good listener, non-judgemental, with the ability to empathise.

**Digital Champions and Digital Champion Plus, will learn how to:**

* Coach users on a 1:1 basis or in a small group.
* Encouraging people to learn more and signpost for further help.
* Demonstrating useful online services, apps and how problem-solving e.g looking up an answer via Google can help.

**Benefits of the roles:**

Volunteers will have the opportunity to learn and develop their customer service and communication skills. We will provide training and support for the role via the Council’s learning portal that include:

* CPD Accreditation (Digital Champions Network Course)
* Data Protection 2020
* ICT &Cyber Security 2020
* Customer Promise (Customer Care)

**Travel expenses:**

* Travel expenses will be reimbursed

**Job References:**

* We are happy to provide a reference after you have volunteered with us for 3 months.

**If you are interested in this volunteering role, please register your interest by completing the form on** [**https://www.lbbd.gov.uk/become-a-volunteer**](https://www.lbbd.gov.uk/become-a-volunteer)