

# Digital Champion role description

Accountable to: Strategy and Development Officer, Customer Services Team

Purpose: Make a difference to people's lives by offering informal advice and support to those who want to get online and learn how to use a device confidently.

## How you can help:

As a volunteer digital champion, you will provide one-to-one support for people looking for help with online skills and/or services. Whether it's teaching someone how to turn a computer on, or showing them how to manage emails, you will not only assist learning but inspire confidence and capability.

## Typical tasks for a digital champion might include:

- Helping people learn the basics of their device – turning it on, using the mouse and keyboard or changing settings on a tablet or smart phone
- Helping people understand how to get online – connecting to a secure Wi-Fi network, entering login information, as well as staying safe by keeping login info/passwords secure, recognising suspicious links etc.
- Supporting people with essential skills such as setting up an email account or carrying out an internet search.
- Helping people stay connected with family and friends by using video calling, messaging or social networks.
- Supporting people to manage their health online e.g. using the NHS App, searching for reliable health information, or using a GP online booking system.
- Assisting people with activities necessary for daily life e.g. search or apply for a job, shop and bank online
- Acting as an advocate of the benefits of being online.
- You will help people to connect and communicate with others, reducing social isolation and improving job and financial prospects.

As well as sharing your own skills with others you will also refer individuals for further help and support dependent on the learner's needs and requirements. This can include other face to face support such as the Council's Community Learning and Skills Team, SGS College digital courses, as well as online resources such as [www.learnmyway.com](http://www.learnmyway.com)

Following your interactions with learners, you will record and submit your activity to help us understand the different types of enquiries being received and in turn the assistance that you are providing. This will allow us to build a picture of the common areas with which people are struggling, the support that is being provided and importantly the impact that the Digital Champion volunteer role is having across our community.

## What we need from you:

We're looking for confident IT users who can explain technology clearly and simply. If you're patient, enthusiastic about the benefits of being online, and enjoy supporting others, this role is for you.

You don't need to be an expert—just have a good general understanding of digital devices and online tools. You'll help learners with basic skills, using the internet, communicating online, and engaging with social media.

You'll provide a warm, friendly, and reliable service to people of all ages, backgrounds, and abilities as they build confidence online.

**What we offer:**

You'll be joining a dedicated and enthusiastic group of volunteers, making a real difference to residents across South Gloucestershire. To support you in your role we will

- Ensure you are aware of all necessary induction, health and safety, data protection and safeguarding policies and procedures
- Provide you with access to council resources and other resources that you can refer to at any time
- Offer flexibility around your role, recognizing the need for holidays, time away, or other personal commitments
- Foster a friendly and supportive atmosphere for volunteers and making volunteering a positive experience
- Provide you with a point of contact within the council, who will support your volunteering
- Ensure that you can provide feedback and input to the digital champion programme and other work that the council leads in supporting digital inclusion.

The digital champion programme would not run without the patience and dedication of volunteers who give up their time to share their knowledge and expertise. If you have the desire and ability to help others build their skills and confidence online, then we want to hear from you.