

# **Volunteer Delivery Driver Role Description**

**Background**

Citizens Online is a UK digital inclusion charity. Our aim is to ensure that no one is left behind in the digital world which we now live in. Living during lockdown has demonstrated to everyone how important digital skills and technologies are to make our lives easier. But there are 9 million adults in the UK who can’t use the internet.

Our Digital Brighton & Hove project has been running since 2015 to tackle digital exclusion in the city. We offer people remote and in-person support with digital skills and access to devices and data.

The people more likely to be digitally excluded are older, on low income, disabled or with low educational attainment. We want to bridge the digital divide and help everyone to use the internet confidently and safely.

**The role**

We are looking for a Volunteer Delivery Driver to collect and deliver devices in and around Brighton and Hove. These will be tablet devices as part of our tablet loan scheme and refurbished computers, laptops, mobile phones and tablets which are provided through our partnership with Tech-Takeback.

The role is ideal for someone who likes driving and getting out and about and can be flexible around your other commitments. First and foremost you’ll be passionate about helping others. Many learners may have never used the internet before, and could be vulnerable.

You’ll have excellent communication skills and be comfortable working with people from diverse backgrounds. You must be friendly and reliable and you will need your own car - we will cover all reasonable expenses. Volunteers must be over the age of 21 and have held their license for 2+ years.

You’ll be supported in your role by a Digital Champion Coordinator. You will be required to have a DBS check.

**Your responsibilities**

* Collect, transport and deliver devices to learners around Brighton & Hove
* Be a friendly face to learners when delivering devices
* Communicate regularly with the Digital Champion Coordinator who will support you in your role and make sure you’re ok.

**Requirements from volunteers:**

* A commitment of six months volunteering
* A valid, clean driving licence
* Access to your own car
* Valid insurance cover for volunteer driving
* Reliability
* Passionate about helping people
* Patience and empathy
* Enthusiasm about digital skills, tools and services
* Ability to communicate effectively over the phone, and in person with a variety of service users
* Sensitivity and compassion around societal inequality, exclusion or discrimination

**What we offer to volunteers:**

* Induction
* Training including safeguarding and lone working
* Travel expenses will be reimbursed
* Chance to make a real difference to digitally excluded people in Brighton & Hove

We are an equal opportunities employer and welcome applications from all suitably skilled and experienced people, regardless of their race, gender, physical ability, religion/belief, sexual orientation or age.

For further information please email [volunteer@citizensonline.org.uk](mailto:volunteer@citizensonline.org.uk) or visit [www.citizensonline.org.uk](http://www.citizensonline.org.uk)