



## 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 Champions project has been developed as part of the UK Covid19 Recovery Programme, supporting vulnerable people through digital inclusion activity. We are offering remote and one to one in person help to people.

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

Digital Champions (DCs) are trained to support learners with essential digital skills and build their confidence to use technology safely. They can support individuals on a 1-2-1 basis either remotely (during COVID) and/or face to face.

You don't need to be a technical whizz to be a Digital Champion, but you do need to be very patient, have good empathy and excellent communication skills. Many learners may have never used the internet before, and could be vulnerable. Your role is to support them and ensure that they have a positive experience with technology.

Being a Digital Champion can be very rewarding. You'll have a good knowledge of digital skills, but first and foremost you'll be passionate about helping others. You'll have excellent communication skills and be comfortable working with people from diverse backgrounds. You will also be enthusiastic about digital technology and the benefits it can bring to society.

You'll be supported in your role by a Digital Champion Coordinator. You will be required to have a DBS check. You'll receive accredited CPD training and be invited to network with other volunteer Digital Champions to share successes and best practice.

## Your responsibilities

- Provide digital skills support to learners over the phone, and face to face if Covid-19 restrictions allow.
- Promote digital skills development and confidence with your learners.
- Record notes of your sessions with learners on our Aloware phone system.
- Communicate regularly with the Digital Champion Coordinator or the Project Manager, who will support you in your role and make sure you're ok.

### Skills Required:

- Passionate about helping people
- Patience and empathy in helping people get online
- Enthusiasm about digital skills, tools and services
- Ability to communicate effectively over the phone, digitally, and in person with a variety of service users
- Ability to adapt your communication style to suit the learner
- Sensitivity and compassion around societal inequality, exclusion or discrimination

### Training provided:

- Digital Champion Essentials online training module (Digital Champions Network)
- Helping people remotely
- Safeguarding
- Use of the Aloware app for making and recording calls
- Other modules on the Digital Champions Network as appropriate

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.

Travel expenses:

- Travel expenses will be reimbursed

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