

Digital inclusion Volunteers



Summary:

Help community group leaders keep their members active and supported, and their groups sustainable by providing tailored one to one support with digital skills.

The opportunity:

We are looking for patient and enthusiastic volunteers to build the capacity of digitally excluded members of community associations to participate in group activities and other events online and be able to manage their groups effectively. The roles have been supported through a National Lottery-funded project called "Greater Manchester Savers and Inner City Exchange Go Digital".

The community associations you will be supporting are affiliated to one of these two networks. Visit www.gmsavers.org.uk for more information about these networks.

Skills and personal qualities required for the role:

Patience: Have you ever helped a parent or grandparent to learn to use a tablet or a laptop? If you have the patience to do this you will be ideal for the job!

Good verbal communicator: You will be providing tailored one to one support to people with very basic IT skills over the telephone. You will need to be a good communicator, able to explain practical digital tasks clearly, taking a step-by-step approach.

Reasonable ICT skills: You do not need to be an IT expert, but if you make regular use of email, web-browsing, video-conferencing, windows explorer file systems, and cloud storage systems like G:drive and Dropbox you will have the necessary experience for sharing with others.

Time commitment:

This is negotiable but we are looking for people who can commit a minimum of three hours per week of telephone and online support.

Application process:

Please email contactusatclass@gmail.com to express your interest in this role entering "Digital Inclusion Volunteer" in the subject line.

An informal telephone interview will then be arranged where the particulars of the opportunity and your suitability for the role will be discussed.

Two references will be required.

A preparatory induction and briefing will be carried out with the group of people who are selected for this initiative before any one-to-one telephone support takes place.