



Digital Champion IT Support Role

At Age UK Gloucestershire, we're passionate about making sure local older people understand the benefits of being online and have the opportunity to engage with IT to build confidence and maximise opportunities.

Main Purpose: To provide personalised support to older people through the provision of one-to-one IT support and group workshops. As a Digital Champion, you will motivate and inspire older people to get online, offering support to engage safely and securely in the digital world and provide in depth and bespoke one-to-one support to help individuals develop digital skills and confidence, also supporting groups of older people to understand the benefits of being online.

Role Overview:

This role involves supporting older people to "Get Online" by delivering one to one support and group workshops to develop individuals' digital skills and confidence. One to one support sessions may be regular and ongoing depending on the needs of individuals. Sessions and workshops are delivered in community settings or remotely over the phone or by video call. Occasional home visits to set up internet connections may also be required.

You will be volunteering alongside the other Digital Champions and as well as a supportive team at Age UK Gloucestershire.

Requirements:

- Good digital skills – confident using different devices (smart phones, tablets and laptops).
- Great communication skills are vital – ability to relay information and instructions in a clear, accessible and personable way
- Ability to work with learners with different levels of knowledge and skills
- Able to provide a safe space for people to feel comfortable testing their digital skills
- Good written skills to communicate learning and sessions back to the AUKG team
- Reliability and empathy in supporting older peoples learning.
- A DBS check is required for this position; this will be arranged once you have committed to the role if you do not currently possess an in-date certificate.

Location:

At Community Venues across the County. Remotely via telephone/Zoom and Occasional Home Visits to set up Internet Connections

Time Requirement:

2-3 hours weekly
– flexible to fit in with your other

If this role sounds like a good fit for you, please get in touch.

To chat about this role, contact Jane Davies – Digital Champions Project Coordinator at Jd Davies@ageukgloucestershire.org.uk