

Volunteer Role Description

Volunteer Role Title:	Videoconference training technical support volunteer
Department Name:	Age Inclusive Workplaces
Location:	Online (from home). Supporting the delivery of videoconference training by providing technical back up to the presenter during the session.
Job Title of volunteer supervisor:	Sales and Training Coordinator
Time Commitment:	Flexible. Dependent on volunteer availability and to be agreed monthly in advance with supervisor/s.
Background	Videoconference training runs more smoothly and provides a more positive learning experience for participants if the presenter is supported by a second facilitator with responsibility for the technical requirements of the platform and the session.
Tasks involved in the role:	<p>The volunteer will:</p> <ul style="list-style-type: none"> • start the session • admit the presenters to the session • make presenters Co-Hosts to allow them to share their screen for PowerPoint slides • admit participants to the session • create breakout rooms and groups • raise polls • monitor the chat box while the presenter is sharing their screen and alert them to any points or questions raised • assist participants with any technical issues which arise during the session
Required skills and experience:	<ul style="list-style-type: none"> • IT literacy and experience using a laptop to work online • Familiarity with the Zoom videoconference platform • Familiarity with using Microsoft PowerPoint • Good written and spoken communication
Additional Requirements:	<ul style="list-style-type: none"> • Use of personal laptop with functioning camera, microphone and speakers • Access to a quiet space within own home (or similar) from which to join workshop sessions

	<ul style="list-style-type: none">• Regular online (both email and virtual meetings) communication with supervisor to plan delivery and monitor progress• Agreement to maintain confidentiality with regard to information shared by participants during workshop.
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