**Job Title: Quickstart: Digital Skills Support Volunteer**

**Hours: 1 day a week (Thursdays)**

**Between 10am and 2pm**

**Location: Community TechAid in Brixton, London SW9**

**Duration: 3 months with the opportunity to extend**

**The Role**

We are looking for a Quickstart: Digital Skills Support Volunteer to support our one-to-one digital skills sessions alongside our partner facilitators and volunteers at ClearCommunityWeb. You will be supporting individuals to make the most of their device, from accessing email to connecting to the internet.

We are looking for someone who is patient and open to supporting learners of all abilities, has experience in general tech support or a confident user of smartphones, laptops and tablets. The applicant should also be approachable and be able to adapt their communication according to the learner’s needs. This is a great opportunity for someone wishing to build on their communication and troubleshooting skills whilst supporting members of our community to reach their full potential by accessing the online world.

We are especially keen for volunteers who have had lived experience of digital exclusion, and we will provide you with training and equipment where required.

**The role will involve:**

* Supporting learners of all abilities to use technology, including smartphones, tablets, and laptops
* Troubleshooting everyday tech issues and provide clear, friendly guidance
* Providing support tailored to each person’s confidence and skill level
* Fostering a welcoming, encouraging environment that empowers learners

**Your time and support will:**

* Boost digital confidence for people who feel left behind
* Improve access to essential online services and resources
* Build valuable communication and technical support skills

All reasonable travel expenses will be covered

*All applications are subject to a DBS check.*