Volunteer Digital Champion Coordinator

Department where based: The Hive

Hours per week: To be agreed

Days during the week and during the year: To be agreed.

Note: The Hive is open 8.30 – 22.00 every day except Bank Holidays. Core hours are between 10.00 and 19.00, and we would like volunteers to cover 3-hour shifts within these core hours.

Start date: June 2014

Overview of the Role

To help Hive customers use computers to meet their information needs and gain skills and confidence, and to coordinate the team of volunteers.

Key activities

- To display a helpful, friendly and courteous attitude to customers, visitors, and colleagues in line with The Hive customer standards
- To provide one-to-one help on using computers: typical assistance may include assisting with basic internet searching, helping fill in online forms, help with desktop applications, help setting up online accounts e.g. Hotmail, using The Hive print system, help with specialist equipment including scanners and microfilm reader printers, accessing e-resources and signposting to services in The Hive for specialist assistance
- To refer on to IT and other staff where appropriate
- To attend regular training sessions as required

Person specification

We are looking for volunteers who:

- Have good practical experience of using computers and other digital equipment and devices
- Adopt a friendly, welcoming approach
- Are polite and courteous at all times
- Are able to engage with a wide range of people
- Are comfortable taking the initiative to approach people and offer assistance
It is essential that the person in this role has:

- Considerable experience of working with people and able to demonstrate good customer service skills
- Able to work with all ages and abilities – good interpersonal skills
- Ability to supervise/coordinate a team of people
- A desire to understand and work with volunteers
- Ability to work as a team with a range of internal/external partners

And desirable that they have:

- Experience of developing and delivering training programmes
- Experience of volunteering or working with volunteers
- Experience of managing a team

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