

Practical guides: The Digital Champion role and your professional development

Sample Digital Champion role description (Digital Unite)



Being a Digital Champion

You don't have to be an IT whizz to be a Digital Champion – you just need a bit of spare time and enthusiasm to support others to experience the many benefits of the internet and digital technology. It's a great way of making a real difference to other people.

As a Digital Champion you'll support others to learn the basics of computers and the internet in a relaxed, informal environment. You'll offer advice, information and support to adults who want to get online and learn how to use a computer for the first time, or improve their confidence with the basics.

Digital Champions work with learners on a one-to-one basis or in a small group. They might support people face to face or remotely (via video calling or telephone). Sessions tend to take place in a public venue such as: a library, wifi enabled café, pub or community centre. Champions might set up a session at a local community centre or sheltered housing scheme or volunteer to support someone else's class at such a venue. There are lots of different ways to help!

Typical tasks for a Digital Champion include:

- Helping people learn the **basics of their device** - using the mouse and keyboard or changing settings on a tablet or smart phone.
- Helping people understand how to get online – connecting to a secure wifi network, entering login information, as well as staying safe by keeping login info/passwords secure, recognising suspicious links etc.
- Supporting people with **essential skills** such as setting up an email account or carrying out an internet search.
- Helping people **stay connected with family and friends** by using video calling, messaging or social networks.
- Supporting people to **manage their health online** e.g. using the NHS App, searching for reliable health information, or using a GP online booking system.

- Assisting people with **activities necessary for daily life** e.g. search or apply for a job, shop and bank online
- Acting as an **advocate of the benefits of being online**.

Why be a Digital Champion?

Aside from simply giving something back to your community, there are lots of other potential benefits for you, such as:

- **Improving your own knowledge** and confidence around digital technology. As well as CPD Certification for your learning.
- **Gaining valuable experience** and organisational skills which can help build your CV.
- **Getting involved in new projects** and organisations, opening up other opportunities for volunteering and employment.
- **Meeting other Digital Champions** and making new connections locally.
- **The satisfaction and sense of wellbeing** from helping someone learn key digital skills and be more digitally included.

This next section would be completed by the organisation recruiting Champions

How will your organisation support you?

[Your organisation] will support you and recognise your commitment in a number of ways, including:

- Giving you access to CPD Certified training, resources and an online community for volunteer digital champions across the country through **Digital Unite's Digital Champions Network**.
- Providing you with a named contact at [organisation] who will give you ongoing support.
- Making sure you're not out of pocket by covering all reasonable expenses.
- Wherever possible, matching you with local digital skills projects or to individuals who have requested support.
- Providing opportunities for recognition through resident & volunteer reward schemes.
- Providing a personal reference for your CV and a completion certificate.
- Providing IT equipment for sessions where needed.
- Providing a safeguarding policy and process for you to follow.

When are you required?

You will be required for a specific session on [day and time] at [location]. OR Tasks can be undertaken at a time that's convenient to both the volunteer and the learner. You can do as many hours as you wish, but most Digital Champions will give around 2 hours of their time a week.

Areas of interest:

Adult learners, employment support, elderly people, people with disabilities, computers, technology and community support.

Recruitment methods:

(select all that apply)

- Application form
- References
- Informal meeting
- CRB/DBS (Disclosure Barring Service, previously CRB) check
- Induction

Eligibility

To be a Digital Champion you must be:

- Aged 18 years or over at the time of applying.
- A UK resident or have permission to live in the UK.
- Willing to authorise a Disclosure and Barring Service (DBS) check.

Skills and Qualifications:

There are no formal qualifications needed, we are looking for Digital Champions who are passionate about sharing their skills and supporting others. Skills we are looking for include:

Essential	Desirable
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<ul style="list-style-type: none"> • Able to use computers, tablets and smart phones, search the internet and use email confidently. • Enthusiastic about the positive effect that technology can have on someone's life. • Sociable and personable. • Patient. • Understanding of people's motivations for learning. • Able to empathise with diverse groups. • Reliable and well-organised. • Good sense of humour and willing to have fun. • Excellent communication skills. • Able to explain technology in a simple, clear way. • Able to travel to a variety of local venues. • Willing to act as an advocate of the Digital Champions Network 	<ul style="list-style-type: none"> • Confident in a range of digital technologies. • Confident in using social media, e.g. Facebook, Twitter, YouTube, LinkedIn. • Confident in using NHS digital services such as the NHS App • Experience of teaching adults. • Experience of using both PCs and Macs, android and apple devices.
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