

Volunteer Digital Champion

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: tbc

Overview of the Role

To help Hive customers use computers to meet their information needs and gain skills and confidence.

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

CRB check required

No

27th April 2014v.1

Lisa Snook and Janine Downes

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References
Driving license

Required
Not required