Job Title:	**Front Desk Volunteer**
Hours:	**2-4 hours a week (Tuesdays, Wednesdays and Thursdays)**
	Between 11am and 4pm
Location:	**Community TechAid in Brixton**
Duration:	**3 months with the opportunity to extend**

The Role

We are looking for 3-4 volunteers to support our work by providing digital support and guidance to our beneficiaries on collection of devices. You will work closely with our wider volunteer team, partner organisations and beneficiaries to help deliver our mission in helping our south London community overcome digital exclusion.

You will guide new users through their new device, helping to answer questions and signposting to further support where appropriate. You will support the wider team with administrative tasks including recording and monitoring collections, taking photos where appropriate and being a friendly face for all those that come to our Digital Community Hub.

When required, you will support our Device Quickstart programme. Device Quickstart is a 45 minute session where one-to-one support is given to beneficiaries who wish to learn how to use a device and build their confidence.

We are looking for individuals with excellent communication skills who enjoy working with others and are a confident user of smartphones and laptops. This is a great opportunity for someone wishing to develop their coaching experience whilst supporting members of our community to reach their full potential by accessing the online world. We will provide training on how to deliver support sessions, and all sessions will be guided until you feel confident to deliver them one-on-one.

Key Tasks:

Handling device collections for beneficiaries;

- Ensure devices for collection are checked and necessary paperwork is signed.
- Update collection status on systems.
- Run through step by step Device Quickstart with the recipient.
- Request and record feedback.

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.

Example support topics:

Computer settings;
- Volume controls
- Accessibility
- Setting up a new user for a child or family member
- Changing user account passwords

Getting online;
- Connecting to the internet
- Setting up a hotspot using a mobile phone
- Using a search engine
- Password management
- Creating and using cloud services (Google mail, drive, docs etc).
- Family safety

Programs;
- Installing and uninstalling programs or apps for example setting up accounts for Google Chrome, Firefox and Zoom
- Adding shortcuts to apps and documents to your desktops or favourites to homepage
- Setting up parental controls on the apps
- LibreOffice suite introduction

Backups;
- Using cloud services for backup
- Saving to an external harddrive

Phone support;
- Setting up find my device (in case of loss or theft)
- Transferring information between phones

All reasonable travel expenses will be covered

All applications are subject to references or a DBS check.