



Digital Volunteer

Location of Position/Department: Various locations / Community Involvement

Responsible To: Lydia Watson

Time Commitment: Various depending on need of tenants requiring support

Purpose/Summary of Role

To support Cartrefi Conwy tenants to access and use the internet and experience the benefits of being online.

Essential skills:

Able to use computers / laptops / tablets / smartphones, search the internet and use email confidently

Good communication skills

Friendly and welcoming nature

Patient and personable

Good sense of humour

Able to explain technology in a simple, clear way

Description of Tasks

- Provide one to one support to people who are struggling with online services
- Give instruction and teach individuals or small groups
- Responding to the needs of tenants



Training and Support

Work Buddy: Customer Service Advisor

- Induction to the organisation
- Full training on all aspects of the role
- Regular updates from Employment Academy Mentor
- Personal Development Plan
- Participation in the Volunteer Rewards Programme

Reimbursement of Expenses

Out of pocket expenses will be paid back:

- Mileage costs @ 40p per mile from home to place of volunteering
- Public transport costs paid back on a valid ticket
- Lunch (conditions apply)
- Child care (conditions apply)

How to Apply

- Email volunteering@creatingenterprise.org.uk or Telephone: 01745 335665
- Tell us which role you are interested in

Line Manager's Signature:

Date:

