

Role description: digital champion

About Digital Kent

Digital Kent is a service provided by Kent County Council, in partnership with borough, city and district councils. The service was created as a result of the global pandemic to support our communities to continue to recover from COVID-19.

About the Role of Digital Champion

A Digital Champion can be anyone who is willing to support others who are digitally excluded (or at-risk of digital exclusion) by helping them with their digital confidence, as well as, their digital skillset.

You don't need to be a technical genius; however, you will need to have a broad knowledge of the internet and technology.

A Digital Champion will help a wide range of people that include (but not limited to) their colleagues, their friends and family, and/or members of the community in a variety of ways to increase their digital skills in a friendly and encouraging way. This can be done online or face to face.

As this is a volunteer position, the pressure is off! We are not prescriptive on the number of hours that you must put in. This is done according to your own availability as and when. The number of people you choose to help is up to you, however we do ask for you to log at least 2 interventions per year.

For more information visit www.digitalkent.uk/information/digitalchampion.

NOTE: All applicants will be subject to a DBS check that will be completed by Kent County Council.

Role Responsibilities

Broadly digital Champions will be helping people with:

- Basic internet searching.
- How to fill in online forms.
- Help setting up online accounts and emails.
- Sign up and use financial sites.
- Use job search sites.
- Using price comparison websites.
- Showing someone how to access public services.
- Helping someone use online GP booking service.
- Setting up online meetings (e.g. ZOOM and MS Teams).
- Show someone how to use their phone, tablet, laptop or other digital devices.

Candidate Requirements

- Basic IT knowledge and skills.
- Comfortable using the internet.
- Basic knowledge of smart phones, tablets and laptops.
- Good communicator.
- Patient.
- Have a few hours to help people.
- Subject to a DBS check.

Become a Digital Champion

If you would like to become a Digital Champion, please complete the online form on our website here: www.digitalkent.uk/information/digitalchampion.

Alternatively, you can find out more by getting in touch with our fantastic team: digitalinclusion@kent.gov.uk.