

Volunteer Digital Champion

Volunteer Role Title: Volunteer Digital Champion

Reporting to: Digital Inclusion Coordinator

Hours: 10am – 3pm, 1 or 2 days a week

Location: Enfield Town Library, Palmers Green Library, Vincent House EN3 and other community venues in Enfield

About the role

We are seeking a Volunteer Digital Champion to support digitally excluded residents with using phones, tablets, and computers.

What will you do?

- You will help individuals build confidence with getting online, accessing apps, essential websites and services, and stay safe in the digital world.
- Provide one-to-one support with smartphones, tablets, and laptops.
- Help residents access important online services (e.g. Universal Credit diary, NHS, banking, online Council accounts).
- Assist with setting up email accounts, navigating websites social media and WhatsApp.
- Deliver small group or One-to-One workshops on:
 - Online safety and privacy
 - Scam awareness and fraud prevention
 - Income maximisation
 - Financial capability.
- Promote digital confidence and inclusion within the community.
- Signpost or refer residents to additional support services where appropriate, including [Disability Advice Network Enfield \(DANE\) www.dan-enfield.co.uk](http://www.dan-enfield.co.uk)
- Undertake training as required, attend team meetings and contribute positively to the Citizens Advice Enfield team.

What's in it for you?

- This is a rewarding opportunity to help bridge the digital divide and empower residents to access the services and opportunities they need.
- Experience supporting diverse members of the community.
- The opportunity to make a meaningful local impact.
- Develop teaching, communication, and community engagement skills.
- Training and ongoing support.

We will reimburse travel expenses within the boundaries of Enfield.

You will need to:

- Have good digital skills (confident using phones, apps and the internet).
- Be patient, approachable, and have a supportive communication style.
- Be able to explain technical information in simple terms.
- Be aware of online safety and common scams (training can be provided).
- Be reliable and able to commit to at least one regular day per week.
- Be able to develop a basic understanding of the services available to support residents in Enfield.
- Be able to work in accordance with our policies and procedures.

How much time do you need to give?

- 10am - 3.00pm, one or two days a week for at least 6 months.



Valuing inclusion

Our volunteers come from a range of backgrounds, and we particularly welcome applications from disabled people, people with physical or mental health conditions, LGBT+ and non-binary people, and people from Black Asian Minority Ethnic (BAME) communities.

If you are interested in becoming a Volunteer Digital Champion and need flexibility around location, time, what you will do and how we can support you please include details in your application.

How to apply: Please complete the application process on our website: <https://www.citizensadviceenfield.org.uk/recruitment/>