



IT Support Volunteer

Purpose of the Role:

To support the delivery of engaging and practical IT sessions at the Baytree Centre, helping adult participants gain confidence in using laptops, smartphones, and other digital tools for everyday tasks. By offering guidance, encouragement, and a welcoming environment, the role empowers participants to enhance their digital skills and navigate technology with ease.

Main Responsibilities:

- Provide one-to-one support to participants, helping them with basic laptop and smartphone functions.
- Ensure all materials and resources are available and organised for each session.
- Create a supportive and inclusive environment where participants feel comfortable learning and asking questions.
- Encourage participants to engage with each other, sharing tips and experiences.
- Collect feedback from participants to help improve future sessions.
- Adhere to Baytree Centre policies and procedures.

Commitment:

- Assist in weekly IT sessions, usually held Monday to Thursday between 9:00 am and 2:00 pm (exact times subject to the timetable).
- Minimum commitment of 2 terms for continuity and effectiveness.
- Location: The Baytree Centre.

Benefits:

- Gain experience in delivering digital skills support and training.
- Develop skills in teaching, facilitation, and cross-cultural communication.
- Contribute to participants' confidence and independence in using technology.
- Be part of a supportive and welcoming volunteer community.

This role is open to female applicants only (Equality Act 2010: Schedule 9: Occupational Requirements). Applicants must be 18 years or older.