



Online training support volunteer Role Description

Role	Online training support volunteer
Responsible to	Training Manager/Lead Training Facilitator
Time Commitment	Approx. 4-6 hours per quarter Time commitment will include each live training session, plus 15 minutes of preparation beforehand and 15 minutes afterwards for wrap-up and administration for each session.
Role purpose	To help our freelance trainers deliver engaging, professional online training sessions by managing the technical and administrative aspects of each session. trainers will be able to focus on delivering high-quality learning experiences while ensuring participants have a smooth, welcoming experience. You'll also benefit from experiencing all of our domestic abuse training courses as part of your role.

About the role

Our online domestic abuse training courses are a central element of our mission to equip the Church to respond to domestic abuse. This role will enable you to contribute to this vital work by ensuring the smooth running of these courses, helping participants effectively engage with the course content in a friendly and welcoming environment.

Whilst the role itself focuses on the more practical aspects of training delivery, it's a great opportunity for anyone wanting to gain insight into training facilitation and increase their experience working in the domestic abuse sector. You'll also benefit from being part of the training sessions yourself, as you become familiar with the course material and so increase

your own understanding of domestic abuse and how to effectively respond.

Main Tasks

Before Training

- Prepare the online training environment (Zoom and associated resources).
- Check that presentation materials, videos, and the Slide Board (Google Presentation whiteboard) are ready for use.
- Test audio, video, screen sharing, and other technical features before participants join.
- Support trainers with any pre-session technical setup.

During Training

- Host and manage the Zoom call.
- Admit participants from the waiting room.
- Take and record attendance.
- Monitor the participant chat and raise important questions or technical issues with the trainer.
- Troubleshoot basic technical problems experienced by participants.
- Launch and manage breakout rooms, polls, and other interactive Zoom features as requested by the trainer.
- Help maintain a positive, professional, and inclusive online learning environment.

After Training

- Save attendance records and any required session information.
- Share relevant files or links if requested by the trainer.
- Report any technical issues or recommendations for future sessions.
- Assist with basic post-session administration as required.

What You'll Gain

- Experience supporting professional online learning.

- Opportunities to develop digital facilitation and event management skills.
- Experience working alongside experienced freelance trainers.
- A chance to make a meaningful contribution to high-quality learning experiences.
- References and recognition for your volunteering contribution, where appropriate.
- Opportunity to experience Restored Training sessions and increase your own understanding of domestic abuse

Support Provided

Volunteers will receive:

- An induction to our training programmes.
- Training on our online delivery systems and processes.
- A named contact for advice and support.

Restored's Vision and Mission

We have a vision of:

A world where women live free from the fear of violence.

We have a mission to:

To **speak up** about the realities of violence against women and girls, and to **equip the Church** to stand against domestic abuse and **support survivors**.

Restored's Values

We follow where Jesus leads -

seeking justice, walking humbly and showing compassion

We have courageous hope -

believing every story can change

We nurture safe community -

bringing people together to learn, grow and share stories.

We challenge and change culture -

working relentlessly to see equality.

Expenses

Restored will cover any necessary expenses, but these need to be discussed with and approved by the Trainer Manager in advance. For accounting purposes, it is important to keep receipts for reimbursement purposes. Expenses should be submitted by the end of the month in which they were incurred and are usually paid on the 14th of the following month.

Hours

Course dates are published once a year, and you will be invited to commit to a course or courses that you are able and willing to support. Courses can be in the daytime or evening, and we anticipate you choosing ones that work best for you.

Person Specification

Essential qualities:

- A committed Christian faith
- Good general IT skills
- The ability to calmly troubleshoot common technical issues.
- Strong organisational and administrative skills.
- Clear and professional communication skills.
- Reliable, punctual, and able to work independently.
- A passion for supporting others and helping people feel confident using technology.

Desirable qualities:

- Confidence using Zoom or similar online meeting platforms.
- Experience using Google Workspace (particularly Google Slides and Google Drive).