Fixing Factory Discord Administrator

Fixing Factory is a community repair hub where we actively reduce e-waste in the UK. Our team of volunteers helps people to get their electronic items fixed, learn repair skills and provide valuable support to an environmental charity Possible (The 10:10 Foundation).

We have a Fixing Factory Discord server where we talk about repair, organise events and repair sessions and generally keep in touch online. It is important for everyone to hold the utmost standard of online discussion and keep channels organised. This helps us to keep waste out of landfill, teach and learn repair skills, run repair events and help the community.. We're looking for someone who can help us administer and moderate Discord.

The basics

Where is this role based?

The Fixing Factory is located in Queens Crescent (NW5 4DS)

Do I need any equipment for this role?

You don't need to bring anything.
We have all the necessary things in our shop.

What are the dates of volunteering?

Monitoring Discord is a flexible task so it is up to you when you find the time. It would roughly take up to 3.5 hours per week.

Our volunteering repair sessions run on Wednesdays, Thursdays and Saturdays and those are our busiest Discord times as well.

We prefer using our forum between 6am and 10pm. Any maintenance when downtime is likely has to be done outside of peak use hours.

To whom will I report?

To the Fixing Factory Manager.

Are there any Volunteering expenses?

We can reimburse you for London based travel and other reasonable expenses related to volunteering with us.

How can I apply?

Fill in this application form and we'll get back to you to let you know if you've been successful.

Content of volunteering as a Discord Administrator

What are the core tasks of this role? Do I have to be an expert on all of them?

You do not have to be expert in all of these, we are happy to support you growing in this role and can provide some training to help you achieve confidence and skill in all core tasks. In general we want you to be you and understand the content of the volunteering role.

The core tasks are:

1. Monitor Discord
2. Set up regular reminders and call outs for volunteers for our Repair Sessions
3. Welcome new volunteers at the forum and suggest to them introducing themselves on our introduction channel
4. Moderate discussions and respond to flags and complaints (it does not really happen very often!)
5. Follow all Fixing Factory procedures, including our health, safety and safeguarding procedures
6. Play an active role in keeping the Fixing Factory a supportive, inspiring and anti-oppressive place to be
7. Be a team player - e.g. tea making, skill sharing and washing up

Anything I should really be good at and is necessary to fulfil this role?

1. good time management skills
2. good spoken English
3. good organisational skills

4. Have experience with online forums

What will you gain?

Experience of managing a dynamic online forum, learning about community group management and working in a medium sized team of people who collectively work with environmental action charity towards low carbon Britain. At Fixing Factory we aim to show climate action is possible and you can make a difference.

Volunteering can help you learn new skills that can be useful in your career or future volunteering opportunities like maintaining and improving our community Discord server.

You will make a positive impact by being part of a team to offset tonnes of CO2 by diverting electrical items ending up in the landfill.