

Havering Library Service – Volunteer role

Title of role
Techy Teas and Techy Buddies Volunteer
Purpose of role
<p>Share your IT skills by helping library customers who struggle to use computers or the internet to gain IT knowledge and skills. You don't have to be an expert, just be able to show people how to use a computer on a day-to-day basis (for example, internet shopping, accessing email, using Microsoft word etc.). Support will be on a one to one basis and there will also be opportunities to lead an IT support session for small groups.</p>
Main activities/tasks
<ul style="list-style-type: none"> • Provide help and support for Library customers in using computers and the internet according to their individual needs • Help develop the skills and self-confidence of computer users so that they can go on to help themselves • Offer a flexible and responsive service to Library users, alongside library staff • Offer and make customers tea or coffee • You will also promote Library and Council online services to customers and use your knowledge to help Library customers benefit from use of the internet
Skills and Experience required / desired
<ul style="list-style-type: none"> • A genuine interest in ICT and helping people to increase their skills and confidence • Knowledge of computer applications (word, internet explorer) and basic computer functions (printing, email etc.) • Sufficient computer skills and programme knowledge to answer queries • Able to effectively communicate and engage with people of all ages, races, cultures and abilities. • Able to communicate effectively, verbally and in writing, with library staff, other volunteers and members of the public. • Reliable and responsible • Patience to support people who are learning something new

- Flexible and able to help on a regular basis
- Ability to work without supervision

What's in it for me?

- Demonstrate or boost communication skills and confidence
- Training and experience which may help you to gain employment in the future
- Valuable experience to put on your CV
- Inspire others and put your skills to good use
- The opportunity to meet new people and work as a team
- Experience in supporting others
- Give something back by helping another person to get online

Training

A comprehensive induction with on-going training and support will be provided. Support available includes the opportunity to shadow and observe colleagues in the role.

Availability / Commitment

This role can be carried out at a flexible time to suit you during library opening hours. We ask for a minimum commitment of 3 hours per week but are open to negotiation in exceptional circumstances.

Location

This opportunity is available across all Havering Libraries.

Main point of contact/supervisor

Relevant Library Manager

Other information

If the volunteer is comfortable and happy to do so, there may be times when the volunteer is asked to cover other volunteering roles. This will be discussed with volunteers prior to the start date.

All volunteers are required to undergo a Disclosure & Barring Service check, formerly CRB check (which the Council would arrange), and to provide references.

Please note: due to confidentiality, we request that you do not involve yourself in any financial assistance i.e. setting up online banking etc.

