

Computer Skills IT Basics Volunteer at Redbridge Central Library

As one of our Computer Skills IT Basics Volunteers you will provide introductory sessions to computers for the complete beginner. This will cover basic skills such as switching a computer on and off, using the mouse, basic programs such as Microsoft Word, typing, setting up, reading and sending emails and using the internet safely and confidently. The aim is to build up beginner's confidence in using a computer.

Any activity involving sensitive data or financial transactions such as setting up bank accounts is NOT to be undertaken by any volunteers.

Who you are

- You enjoy working with people of all ages
- You have a sensitive, warm, friendly personality and engage well with others
- You are flexible
- You are IT literate (at least intermediate level) and confident using Microsoft Packages (Word, Excel, Power Point), Internet Browsers, Email, Music Download Packages and others
- You have some experience of training adults in IT. This is not essential, but you must have the ability to teach in a patient, calm, non-judgemental and diplomatic manner
- You respect the opinions of others and their ability and the speed at which they feel comfortable learning
- You are a good listener, able and willing to follow directions
- You have excellent communication skills and are able to give instructions in a clear unambiguous manner
- You are self-sufficient and can work independently but feel confident to ask questions should the need arise
- You have a good command of spoken English and possibly other community languages
- You are 18 years old or over. There is no upper age limit for volunteering

As a Computer Skills IT Basics Volunteer you will:

- Deliver long training sessions to a maximum of 2 customers alongside other volunteers
- Report any hardware and software issues to a member of staff

Where and when you would be volunteering

- IT Basics Sessions are currently held on Wednesdays from 10am-12pm and customers complete a 3 session course
- You will volunteer at Redbridge Central Library in Ilford
- This activity takes place all year round
- You must be able to commit to volunteer once a week for a minimum of two hours
- All volunteers are placed initially on a one-month trial basis. Volunteers and activities are reviewed every six months.