

# Thurrock Council volunteer role description

## Library IT Facilitator

<b>Supported by</b>	Library Services Officer: E-Learning
<b>Role summary</b>	Facilitates IT training sessions and other computer services run by Thurrock Library Service.
<b>Location</b>	Various libraries around Thurrock, though usually at one venue for the duration of a course.
<b>How to apply</b>	Complete the application form at <a href="http://www.thurrock.gov.uk/volunteering">www.thurrock.gov.uk/volunteering</a>

## Tasks and responsibilities

You will be expected to:

- support beginners in basic IT skills such as word processing, internet and email using library computers following training notes issued by the Library Services Officer: E-Learning
- assess the ability of trainees and to be flexible and positively responsive to their differing IT needs
- make sure correct documentation is provided for each session
- explain the content and method of approach of each session to attendees
- make sure evaluation sheets are handed out during the latter half of each session
- collect certificates from library staff and give them to the group, making sure names are spelled correctly
- collect evaluation sheets and give to the Library Services Officer: E-Learning
- make sure reasonable care is taken at all times for the health, safety and welfare of you as the individual, as well as trainees, and comply with policies and procedures relating to health and safety within the council
- support and contribute to other library IT sessions as determined by the Library Services Officer: E-Learning

## Skills and experience

You must:

- have the required basic computer skills, such as word processing, internet searching and sending emails
- be responsive to trainees' different requirements within the sessions
- have a positive manner when engaging with trainees
- be happy to engage with people of all ages and backgrounds
- be able to communicate basic IT concepts clearly and effectively

## Time commitment

A minimum of 2 hours a week with the possibility of extra hours and sessions when required.

## **Support you will get**

We will:

- reimburse expenses, as agreed
- provide induction training
- provide support from library staff

**This role does not require a Disclosure and Barring Service (DBS) check.**