

## Go ON Volunteer Digital Champion

### Description

Do you love working with the public? Do you want to create inclusive and transformative experiences for our customers? We are looking for sociable and IT literate individuals to help our customers to make the most of their IT and online experiences.

Go ON is a scheme offering free one-to-one introduction sessions to computers for the complete beginner. The sessions are one hour long and delivered at the library with our free PCs and internet service. Your task will be to assist staff to help Go ON customers to progress with their online training through agreed course modules. This will cover basic skills such as switching a computer on and off, reading and sending emails and using the internet safely and confidently.

You will agree a regular day of the week and time to meet up in the library and help individuals with their learning. As the course progresses, you will assist customers in other areas such as online job applications, finding local and adult education courses, using digital photography and downloading music. Any activity involving sensitive data or financial transactions such as setting up bank accounts are NOT to be undertaken by any member of our staff (Volunteers and Paid)

You are the go-to person who can do smaller tasks, while seeing the bigger picture. You will support your branch library with a variety of duties outlined below. Are you ready to join in a bold opportunity to help us take your local library to an entirely new dynamic level?

### Who you are

- You enjoy working with people of all ages.
- You engage well with others and are passionate about libraries.
- You have a sensitive, warm, friendly personality.
- 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 follow the modules of a training course and teach it 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 responsible, reliable and dependable, taking pride in your work.
- 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 and 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 love your library, wanting to expand and enhance the activities that happen there as well as being an informal advocate of the library within your community.
- You're excited about the opportunity of growing and learning in a fast changing environment.
- You are a lifelong learner and are eager to learn new skills and embrace transformative experiences
- You are at least 16 years old. There is no upper age limit for volunteering.

## **A position you will love!**

### **As a GO ON Volunteer, you will:**

- Agree with library staff and the customer a regular convenient day of the week and time to meet up at the library to continue the course.
- Deliver hour long one-to-one training sessions following the Go ON programme.
- Discuss the customer's progress with staff on a regular basis and any extra needs that they might have to complete all the Go ON modules.
- Report any hardware and software issues to a member of library staff.

### **Do you have what it takes?**

- Able to read and write.
- Are IT literate.
- Have a few hours a month to spare.
- Are an energetic person with loads of enthusiasm and an ability to train.

### **We are guided by these shared values:**

Community Improvement

Pride in Service

Optimistic attitude – We believe that anything is possible!

### **Why you should volunteer with Redbridge Libraries?**

- You'll have a fabulous time!
- You will increase your confidence dealing with the public in a professional setting.
- You will learn skills around customer care, confidentiality and health and safety.
- You will gain valuable experience for your CV and a reference if you volunteer for more than 35 hours.
- Personal satisfaction at helping someone realise their potential.

### **Anything else you should know?**

- You will need to have a satisfactory Criminal Records Bureau check carried out. This is something we will arrange for you.
- You will need to provide the contact details of two referees who are over 18, know you well but are not a member of your family.

### **Place of volunteering, period of volunteer activity and timetable**

- You will volunteer at a Redbridge Library running the Go ON scheme and offering this volunteering opportunity. Please ask staff for details of the programme in your chosen branch. Please note this opportunity is available in all our branches except for Aldersbrook and the Mobile Library.
- This activity takes place all year round.
- You must be able to commit to volunteer once a week for a minimum of one hour and ideally support the customer to finish all the Go ON training modules available.

- All volunteers are placed initially on a one-month trial basis. Volunteers and activities are reviewed every six months.