Computer Buddy Volunteer

We are looking for volunteers to act as IT mentors (Computer buddies) in Enfield Libraries to assist library customers who have little or no experience of using a computer. Volunteers will use the UK Online Learn My Way website to guide library users from being novices to confident IT users. Volunteers may also demonstrate the new council portal, Enfield Connected, and sign residents up to the service, if requested. We are looking for people who have a good grounding in computer skills and the ability and patience to teach others.

What you will do

- Teach basic IT skills one to one with library customers
- Support learning via ‘Learn My Way’ and other online resources
- Guide IT training
- Help customers with online applications including school, housing and blue badge applications
- Demonstrate Enfield Connected and sign residents up to the service

You will love this position if you have

- The ability to use IT hardware and software
- The confidence to use IT learning programmes
- The ability and enthusiasm to teach others basic IT skills
- An interest in working in customer service
- Patience and empathy to meet learners’ needs

Skills required

- Confidence when speaking to people
- Be positive and cheerful
- Good IT skills
- Good literacy and numeracy skills
- The ability to learn and take on new challenges
- An awareness of facilities and resources in a public library
What’s in it for you?

- Gain new skills and work experience around customer care and teaching adults in a professional setting
- Training in using Learn My Way and Enfield Connected
- Help adults improve their quality of life
- Meet new people and make new friends
- Engage with your local community
- Have fun while learning new skills and helping others
- Volunteering can also help you stand out from the crowd which can make you more desirable to prospective employers
- Experience in teaching beginner computer skills to put on your CV
- A reference for you when you apply for a job

What do you need to know?

- Where will it be? This role will be based at one of our four hub libraries – Edmonton Green, Enfield Town, Ordnance Unity Centre or Palmers Green
- When can I start? As soon as you would like to, once you have completed the necessary training
- How much time will it take? A regular commitment of 2 hours a day for 1 – 3 days per week
- Travel expenses can be reimbursed if required
- Previous library volunteers have successfully interviewed and are now employed in Enfield Libraries

If you are interested in the role please apply via our volunteer page

www.enfield.gov.uk/libraryvolunteering