

Work Club/I.T. support drop in Volunteer

Department where based: The Hive

Hours per week: Between 2:30-3:30pm every Wednesday currently although this may be subject to change in the future e.g. running for a longer length of time.

Days during the week and during the year: Currently a Wednesday afternoon.

Start date: tbc

Overview of the Role

To help Hive customers use computers to meet their information needs and gain skills and confidence. To help support Hive customers with online Job searches, creating CVs and covering letters and signposting to other services where appropriate support may be of use to the customer.

Key activities

- To display a helpful, friendly and courteous attitude to customers, visitors and colleagues.
- To help provide attendees with a set of skills in order to job search – helping people to learn how to fill out online forms, use Word to complete a CV etc. The focus of the Job Club is to help people to help themselves and volunteers are expected to help attendees learn skills in order to search and apply for jobs themselves.
- To provide one-to-one help on using computers: typical assistance may include assisting with basic internet searching, helping fill in online forms, help with desktop applications, help setting up online accounts e.g. Hotmail, using the Hive print system
- To refer on to IT staff where appropriate
- To support customers with online job searches, producing a CV and cover letters.
- Help make customers aware of the resources that may benefit them in regard to job seeking housed at the Hive and help them to access them with the assistance of Hive staff.
- To engage with Hive customers using interpersonal skills who are seeking employment and work alongside partners including JobCentrePlus, Shaw Trust, education and training providers and local employers
- To attend regular training sessions as required.

Person specification

We are looking for volunteers who:

- Have good practical experience of using computers
- Adopt a friendly, welcoming approach
- Have excellent interpersonal skills – including the ability to question sensitively and patiently

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a partnership between

- Are able to engage with a wide range of people
- Are comfortable taking the initiative to approach people and offer assistance
- Have a good understanding of recruitment and the employment and training landscape
- Have experience of providing advice and guidance around employment/training
- Are able to motivate through questioning and coaching
- Can observe and implement guidelines of the Data Protection Act - whilst working at the Hive you may from time to time come across a Hive user's personal details. In order to comply with the Data Protection Act 1998 it is important that personal information regarding Hive users is never stored by you, given to other Hive users or taken out of the Hive building in any format e.g. digital, paper etc. All personal information on paper will be locked away in the Hive. If you require any further guidance regarding Data Protection please speak to your designated member of Hive staff.

CRB check required	No (tbc)
References	Required
Driving license	Not required
Use of personal means of transport	N/A