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| Department: | Libraries & Culture |
| Telephone: | 01753 875533 |
| Email: | library@slough.gov.uk |

Dear Applicant

# Volunteer Role: ICT Buddy Volunteer

Thank you for the interest you have shown in this opportunity to volunteer with Slough Borough Council.

People are proud to live and work in Slough where diversity is celebrated and where residents can enjoy fulfilling, prosperous and healthy lives. Our vision is to make a difference to our communities and our environment by taking pride in Slough. All of our staff and volunteers contribute to delivering services to local people - either directly, or by supporting colleagues. Join our team at Slough Borough Council and see why we are proud to be Slough.

This Volunteer Information Pack provides details of the volunteering opportunity at Slough Borough Council, which I hope will encourage you to apply.

To apply please complete a volunteer application form and send it by email to: library@slough.gov.uk   
or post it to:  
Slough Libraries and Culture volunteering, **The Curve**, William Street, Slough SL1 1XY

I look forward to receiving an application from you.

Yours faithfully

Libraries and Culture Team

The Curve

William Street  
Slough SL1 1XY

[The Curve, Slough online](http://www.thecurveslough.com)

## Volunteer Role Description: ICT Buddy Volunteer

Title: ICT Buddy Volunteer

Directorate: Customer and Community Services

Location: Slough Libraries

### 1.2 Purpose of the role

To provide ICT learning support for learners and PC users in libraries.

### 1.3 Main Activities

* To assist library staff in supporting users with ICT skills; helping customers send emails, search the Internet, help access social network sites and promote library websites.
* To provide advice, support and coaching in ICT skills according to the specific needs of the Curve users.
* Assisting customers book a computer to use.
* Assisting customers printing and paying for prints.
* Assisting customers joining the library online.
* Assisting customers ordering (reserving) a book or other item online.
* Supporting learners in IT classes and at job clubs

There will be a variety of different time slots on offer during the day. There may also be opportunities to volunteer in the evening or at a weekend. A volunteer slot may last approximately 3-4 hours.

## Personal requirements: ICT Buddy Volunteer

| **Skills/ Abilities** | **Essential/ Desirable** | Image of two ticks with dots above to look like people. Text reads "Positive about Disabled People" |
| --- | --- | --- |
| 1. Able to work as part of a team | Essential | √ √ |
| 1. Interpersonal skills including:    * good communication, verbal and written    * commitment    * reliability | Essential  Essential  Essentiall | √ √  √ √  √ √ |
| 1. Enjoys being with people | Essential | √ √ |
| 1. Is able to explain simple technical terms used in computing | Essential | √ √ |
| 1. Is competent in IT with an interest in sharing knowledge and skills | Essential | √ √ |
| 1. Has patience | Essential | √ √ |
| 1. Has a friendly and approachable manner with an ability to encourage and motivate | Essential | √ √ |

## Background information of the service

### The Curve

The Curve opened in September 2016. It is a key project in the regeneration of the town centre encouraging development of the shopping centre by connecting William Street and McKenzie Square and encouraging local people to visit the town centre and providing a focal point and landmark building in one of the most prominent locations in the town. It will improve access to learning facilities in a town centre location and enable community and cultural services to deliver a one stop service.

The Curve provides:

* Learning spaces - Adult learning and family learning and opportunities for other learning providers to hire facilities.
* Support to individuals seeking jobs and advice and guidance on learning opportunities via Job Clubs and Information, Advice and Guidance services.
* Cultural and community spaces. A performance venue seating up to 280 people (Venue @ The Curve) that is also versatile enough for dance classes, drama classes etc. Designed for use by community groups as well as other events such as music and comedy.
* Exhibition space (Gallery @The Curve)
* A café and outdoor seating area
* Library and museum spaces with public use of IT, including free WiFi, and additional study space. Slough museum is a core partner and artefacts illustrating the history and culture of Slough are displayed throughout the building, particularly linking with local studies as a centre for Slough history.
* Democratic spaces. An added value of the multi functional design is that the building can be used for public debate and engagement with political and social and cultural issues.
* Space for partners to deliver frontline services.
* Slough Register Service to record births, marriages and deaths and a place for Citizenship Ceremonies and weddings.

### What a volunteer does

Our volunteers help provide additional support to Slough Libraries key staff helping them provide additional services and excellent customer service. Volunteers are an invaluable support to the work of Slough Libraries.

At the Curve there are some specific volunteer roles:

* Meet and Greet Volunteer
* Activities and Events Volunteer

While other roles are available at all libraries or at other community libraries

* ICT Buddy
* General Library Volunteer
* Home Library Service Volunteer
* Heritage and History Volunteer

Volunteers are often the first point of contact; welcoming people, directing them, helping them find information. Volunteers also support staff delivering activities and helping to set up rooms.

Volunteers work with a wide range of local residents and visitors of all ages.

Volunteers need to be enthusiastic and willing to learn new skills and contribute to the Libraries and Culture team.

Slough Libraries and Culture staff will provide full training, support and opportunities to learn new skills.

## General Information

### Reimbursement of out of pocket travel expenses

Slough Borough Council will reimburse reasonable out-of-pocket expenses as follows:

#### Petrol Costs

Volunteers will be paid for any authorised mileage incurred whilst volunteering in accordance with HM Revenue and Customs rates (currently this will be paid at 45p/mile). All mileage claims must be supported by VAT receipts.

All volunteers who use their cars for official business must ensure that their vehicle insurance policy is suitably endorsed for official and authorised Council business use.

#### Bus Fares

These will be reimbursed in full unless they exceed the cost of the appropriate standard rail fare, in which case, the lower limit will be repaid. The original receipt (if available) or the bus ticket itself must be provided.

#### Train Fares

These will be reimbursed at a standard class rate. The original receipt or train tickets must be provided for repayment of train fares.

These provisions are subject to review, variation and discontinuance at the Council’s discretion and/or in the light of operational needs .All volunteers who use their cars for official business must ensure that their vehicle insurance policy is suitably endorsed for official and authorised Council business use.

### Smoking Policy

The Council has a no smoking policy.

### Health Declaration

The Council believes that screening new volunteers is an important management process and therefore you will be asked to complete a ‘Declaration of Health Status Questionnaire’, however this is not a condition of volunteering. As part of this process we may ask you to take a medical examination if the council's medical adviser feels it is necessary for the position. The council will pay for this. This is not linked to the selection process.

### Other Information

All volunteers are engaged initially for a one month/four session trial introductory period, depending on the frequency of volunteering. This is to ensure the volunteer and activity are properly matched and either side may decide to end the placement at this stage.

Volunteers and activities are reviewed regularly and volunteers are encouraged to take an active role in these reviews. Reviews are important to ensure that the activities fulfil the needs of both volunteers and the Centre.

From time to time, we will offer volunteers the opportunity to enhance their skills through attending training sessions.

### Data Protection Act

The information you provide will be processed in accordance with the Data Protection Acts 1998 and any subsequent legislation.

### Equality Act 2010

This Act protects people with disabilities from unlawful discrimination. The Council operates a “Guaranteed Interview Scheme” for volunteers who declare they have a ‘disability’ (as defined by the Equality Act 2010. Any ‘disabled’ applicant who meets the essential criteria for the volunteering opportunity will be offered an interview.

#### Definition of Disability

The definition of disability, as outlined in the Equality Act 2010 is as follows:

*“A physical or mental impairment which has a substantial and long term adverse effect on a person’s ability to carry out normal day-to-day activities”.*

To be protected under the Act,

* An individual must have, or have had, an impairment which can be physical or mental
* It must have adverse effects which are substantial that is something more than minor or trivial.
* It needs to be long term, i.e. the impairment has lasted or is likely to last in total for at least twelve months or is likely to last for the rest of the life of the person affected
* It must affect normal day-to-day activities at work on a regular basis

#### Equal Opportunities in volunteering

Slough Borough Council is committed to being an employer of choice. Our aim is to ensure that no volunteer applicant receives less favourable treatment on grounds of age, disability, gender reassignment, marriage or civil partnership, maternity and pregnancy, race, religion or belief, sex and sexual orientation. These are protected characteristics under the Equality Act 2010. In addition, the Council also recognises trade union membership and activity or any other reason which cannot be shown to be justified which will also result in grounds for unfair discrimination.

Recruitment and selection criteria, procedures and practices will be kept under regular review to ensure that individuals are selected on merit. All volunteers will be given equal opportunity and, where appropriate, training to progress within the Council.

Local authorities have a legal responsibility to promote Equality of Opportunity. The Council is committed to the use of those statutory provisions which permit Positive Action to improve recruitment and access to training where disadvantaged groups are under-represented. In particular the Council aims to be representative of the local population of whom over a third are of ethnic minority origin. The Council continually monitors this policy to assess its effectiveness.

## Pre-Volunteer Screening

It is our policy to carry out checks to confirm the details on the application form. False information, which results in an engagement, will result in the individual being asked to leave.

### References

References offered will be taken up. We reserve the right to contact any other previous employer for a reference. We will also take into consideration relevant information received from any source. This may include information held by the authority, for example in social care or education, and information received from other external authorities or bodies.

### Residency

You will be asked to submit original proof of identification (photocopies are not acceptable), such as a birth certificate, national insurance number, passport or driving licence.