Freelance Digital Café Coordinator

Burnage Library Activity and Information Hub holds a weekly two hour Digital Café for older people who are keen to develop their digital skills and boost their confidence. It's an informal and friendly drop-in session including learners with varied needs, skill levels and frequency of attendance. Learners usually bring their own devices but have access to Library laptops and PCs.

We are looking to recruit a session leader with good listening and interpersonal skills, awareness of the impact of digital exclusion and understanding of lifelong learning in a community setting.

The role is funded for one year by the Access Foundation and will run for 48 weekly sessions on a freelance basis. The sessions are two hours long and up to one hour of preparation/set-up/coordination time.

The session fee is £75.

Role description

In this role you will:

- Keep registers of attendance and contact participants to ensure they are able to access the sessions.
- Work with volunteers to ensure that equipment is set up safely for each session and is stored away after relevant updates etc have been completed.
- Work with learners' existing knowledge and skill levels and help them to build their skills and confidence.
- Support learners with problems that are specific to their particular device (phone, tablet, PC, laptop).
- Review learners' progress, plan appropriate learning goals and signpost them to appropriate opportunities to extend their skills.
- Work with volunteers to support participants so they can have a positive learning experience and are able to develop their digital skills at a pace that suits them.
- Ensure the confidentiality and security of participants' personal information used in the sessions is protected.
- Support the recruitment and induction of additional Digital Café volunteers to the team.

- Coordinate relevant opportunities for volunteer training and development with the team.
- Work with the development worker to review and develop the sessions and Identify training and development opportunities for the Digital Café team.

You will have:
- The ability to create and sustain a welcoming and supportive atmosphere.
- Good listening skills and ability to communicate well with older people.
- A sound range of computer skills and familiarity of the way they are used in everyday life.
- An understanding of the barriers facing adults who want to acquire / improve their digital skills.
- Understanding of the need for GDPR, internet safety and handling of confidential personal information of participants.
- An understanding of how adults learn.
- An ability to work with and support volunteers.
- Good organisational skills.

Period covered: Start June 2024 to June 2025.

Please contact us at application@burnageactivityhub.org.uk telling us why you would like to take on this role (maximum one sheet of A4), making reference to the points in the 'You will have' section. Please attach a CV (one page) showing relevant experience to your email.

Closing date : 5.00pm Friday June 6th 2024