

Person Specification

Job Title: Internet Cafe Assistant

	Essential	Desirable
Knowledge	<p>A working knowledge of Office, Outlook and the Internet</p> <p>Ability to compose emails, letters and interpret written information</p> <p>Ability to provide basic snacks and drinks</p> <p>Able to use own initiative</p> <p>Able to record and handle cash accurately</p> <p>Ability to apply creative thinking and contribute to improving the service</p> <p>Awareness of diversity issues in relation to customers and colleagues</p>	<p>A general understanding of technology trends and the opportunities these can provide</p> <p>Ability to undertake basic ICT trouble-shooting</p> <p>Knowledge of child protection policies</p>
Skills	<p>Able to advise and guide the public and other staff</p> <p>Approachable and able to talk to a wide range of people</p> <p>Problem solving skills</p> <p>Good keyboard skills</p> <p>A sense of humour and ability to manage challenging behaviour</p>	<p>Use of plain English</p> <p>Internet search expertise</p>
Relevant Experience	<p>Working with computers</p> <p>Working with the public</p>	<p>Experience in a cafe environment</p> <p>Experience of working with disadvantaged people</p> <p>Experience of working with young people</p>
Additional Requirements	<p>Weekend working will be required including some Sundays and evenings</p> <p>CRB checks required</p>	