

Person Specification

Job Title: Internet Cafe Manager

	Essential	Desirable
Knowledge	<p>Fully competent in core ICT uses including Office, Outlook and the Internet.</p> <p>Ability to compose emails, letters and interpret complex information.</p> <p>Ability to manage the provision of basic snacks and drinks.</p> <p>Able to use own initiative and work without supervision.</p> <p>Able to plan and organise in the short, medium and long term</p> <p>Ability to apply creative thinking and contribute to improving the service.</p> <p>Able to interpret an enquiry and research appropriate sources of information</p> <p>Able to record and handle cash accurately.</p> <p>Awareness of diversity issues in relation to customers and colleagues.</p> <p>Knowledge of child protection policies</p>	<p>Knowledge of relevant legislation; data protection; health & safety; disability discrimination; and copyright.</p> <p>Ability to undertake ICT trouble-shooting</p> <p>A high understanding of technology trends and the opportunities these can provide</p> <p>Working knowledge of web design</p>
Skills	<p>Ability to provide training sessions to a range of skill levels both internally and externally</p> <p>Strong interpersonal skills to vary and adapt communications and approach to suit different audiences</p> <p>Ability to communicate varied and complex information effectively with a wide range of contacts both orally and in writing.</p>	<p>Use of plain English</p> <p>Internet search expertise</p>

<p>Skills</p>	<p>Ability to manage work patterns, staffing levels, staff development & training and facilitate and co-ordinate user involvement and participation</p> <p>Ability to deal effectively with difficult customer and staff situations</p> <p>Ability to research funding opportunities</p>	
<p>Relevant Experience</p>	<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>
<p>Additional Requirements</p>	<p>Weekend working will be required including Sundays and evenings</p> <p>CRB checks required</p>	