

# Job Description

**Title:** Internet Cafe Manager  
**Salary:** £17,985 pa  
**Ref:**  
**Status:** 3 yr permanent contract

## Job Purpose

To manage the day to day activities of an ITC access point, and the accompanying cafe in Needham Market. To manage and facilitate the future development of the Internet cafe. The long term organisational aim is participatory self-management. This means that everyone - members, volunteers, staff, directors and other users – should be an integral part of the decision-making and planning, all with equal value and worth. The active participation and involvement of stakeholders is an essential part of the organisations ethos and it is the manager's role to facilitate this.

## Key Relationships

- Responsible to the directors;
- Responsible to members;
- Responsible to users of the service;
- Working closely with staff and volunteers; and
- Liaising directly with external partners and statutory bodies.

## Main activities & responsibilities

- To manage and lead a range of projects in line with the business plan.
- Develop, plan and deliver training for staff, volunteers and users.
- Ensure that users are welcomed, helped and provided with a safe and suitably equipped environment. Maintaining high standards of security within an open welcoming service.
- Provide training and advice on IT and other related matters - for staff and users, in a manner appropriate to their age, skill and ability.
- Ensure all policies and procedures are adhered to, in line with legislation and the organisations ethos.
- Monitor the appearance of the premises, ensure it is kept clean, tidy, well organised, fully stocked and fully staffed.
- Contribute to the refinement of overall objectives of the project.
- Collect and interpret relevant statistics and management information.
- Refine and update the business plan, policies and procedures as necessary i.e. in line with legislation, or new project developments.
- Review and update internet usage guidelines.
- Research funding opportunities on an ongoing basis and prepare bids as necessary
- Plan and organise methods of evaluating the project, which will involve staff, users etc to be fully participatory.
- Liaise with external partners and statutory bodies as appropriate.

## General

All activities and duties are to be carried out within relevant legislation - Equal Opportunities, Disability Discrimination, Health & Safety, Child Protection, Data Protection, Copyright, etc.

# Job Description

**Title:** IT Coordinator  
**Salary:** £16,137 pa pro rata  
**Ref:**  
**Status:** 6 month temporary contract

## Job Purpose:

To assist in the provision of an ICT Access Point in Needham Market.  
To check and maintain the Internet Cafe's ICT resource for safe, effective use by users and staff.  
To keep appropriate records of hardware and software, and of support requests and actions taken.  
To support users and staff in the appropriate use of ICT.

## Key relationships

- Responsible to the manager.
- Working closely with other staff and company directors.
- Close relationship with the users of the service.

## Main Activities & Responsibilities

- Connect, set up and check PCs and peripherals for normal operation.
- Perform routine maintenance tasks, including installing basic software packages and setting common options; run basic network monitoring reports and utilities.
- Set up hardware and perform basic checking of networked PCs.
- To provide basic training and advice on various IT and Internet related matters.
- Maintain the Internet Cafe's internal network and web site.
- Participate in courses and other staff development activities.
- Develop, deliver and evaluate ICT packages appropriate to a variety of skill levels and ages covering a wide variety of topics.
- Deliver all programmes in line with the organisation's policies and procedures.
- Follow relevant H & S procedures and raise awareness among staff, and users.
- Update records of installed hardware and software; maintain a software library and store original copies of installed applications.
- Follow Internet Cafe backup, virus protection and security procedures.
- Investigate requests for support; record diagnostic information, retrieve details of similar requests and either resolve or escalate to the appropriate level.
- Support staff and users in the use of ICT resources through direct interaction and by producing simple help sheets.

## General

All activities and duties are to be carried out within relevant legislation: Equal Opportunities, Disability Discrimination, Health & Safety at Work, Child Protection policies and procedures, Data Protection, Copyright, etc.

# Job Description

**Title:** Internet cafe assistant  
**Salary:** £14,523 pa pro rata  
**Ref:**  
**Status:** 6 month temporary contract

## Job Purpose

To assist in the provision of an ICT Access Point and cafe in Needham Market.  
To help provide drinks, snacks and meals as appropriate.  
To help provide basic computer/internet training & advice.  
To help provide leisure learning opportunities, including gaming.  
To help provide a range of facilities-to enable printing, scanning, e-mails.  
To help provide a safe, welcoming, environment - enabling users to learn and develop their computer skills.  
To become involved in assessing, and evaluating the service, leading to future plans and development.

## Key relationships

- Responsible to the manager
- Working closely with volunteers, staff, directors, members and users.

## Main Activities & Responsibilities

- To welcome all users of the service, and to assist them as needed - ie logging on, using new programmes, gaming, e-mailing, using cameras etc.
- To provide tea, coffee, snacks etc.
- Monitor the appearance of the premises and ensure they are clean, tidy, well organised, and comfortable, including the kitchen area.
- Participate in training, courses as relevant.
- Assist staff, volunteers etc as needed, referring any incidents to the appropriate people - as set out in procedures i.e. Child protection, vulnerable adults, equal opportunities, etc.
- Contribute to the overall objectives of the project including development of the service, i.e. staff meetings, forums, etc.
- Maintain security, both in the building and on the Internet - balancing it with as open a service as possible.
- All activities are to be carried out within the ethos of the project.

## General

All activities and duties are to be carried out within relevant legislation: Equal Opportunities, Disability Discrimination, Health & Safety at Work, Child Protection policies and procedures, Data Protection, Copyright, etc.