



TASHA Foundation

Helping you to help yourself

Alexandra House, 241 High Street, Brentford, Middlesex, TW8 0NE

Tel: 020 8569 9933, Fax: 020 8568 0062

E-mail: enquiries@tasha-foundation.org.uk, Website: www.tasha-foundation.org.uk

Job Description

Post: Internet Café Worker
Salary: £8.11 per hour
Hours of Work: 15-20 hours per week (including of out of hours)
Responsible to: Designated Manager
Accountable to: To the Executive Director through Line Manager

Purpose

To be responsible for providing internet/computer support to people accessing TASHA Foundation Internet Café.

Duties and Responsibilities

1. To support the Internet Café users and to assist customers with internet queries.
2. Ensure that incoming and outgoing mail is processed on a daily basis.
3. To ensure adequate supplies of stationary, toner, cartridges is available at the Internet Café.
4. To ensure that all takings received are logged and cash made ready for banking, and to ensure the float is balanced daily.
5. To ensure that phones are answered efficiently and promptly.
6. To advise users and volunteers on computer queries.
7. To ensure that the fax, photocopier, telephones and computers are functioning.
8. To ensure that faxes and e-mails received are recorded and distributed accordingly.
9. To ensure that the Internet Cafe is clean, tidy and closing down procedure followed in accordance with the agreed policies.
10. To ensure that messages are taken correctly with date and time, contact telephone number for staff/volunteers and that staff/volunteers are informed of urgent calls.
11. To abide by all TASHA Foundation agreed policies.
12. To carry out any other duties as may from time to time may be required by the Line Manager.





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Person Specification

ESSENTIAL:

JOB RELATED KNOWLEDGE AND SKILLS

- ◆ To have experience of working on the internet, troubleshooting and working with other IT equipment.
- ◆ Ability to respond to telephone enquiries from clients, general public and professionals regarding Internet Cafe.
- ◆ Cash handling

EXPERIENCE

Experience of working in an internet café or similar environment.

EDUCATIONAL TRAINING

- ◆ Minimum A Level in technology.

PERSONAL SKILLS

- ◆ High level of organisation and co-ordination.
- ◆ The ability to be flexible and prioritise workloads.
- ◆ The ability to communicate effectively.
- ◆ The ability to establish good working relationships

EQUAL OPPORTUNITIES

The ability to demonstrate a commitment to the purposes and practice of equal opportunities in all aspects of the post.

