



West Ealing Library IT Support Role Description

West Ealing Library is a community library run by volunteers to support the diverse communities of West Ealing. Our aim is to provide a place of welcome where people can access books, computers/printing, the internet and basic help and support. A place where people can find information, attend an event or activity, rent a space and volunteer..

To successfully run the Library we need volunteers who can welcome visitors, help them with enquiries and ensure the library is a place visitors enjoy. We also need volunteers to help provide IT support to the community and help people to use digital tools and resources.

About the role

Responsibilities of an IT Support volunteer are varied, but can include helping visitors to the Library to complete online forms, setting up an email account for someone, helping people understand the most effective way to use Zoom or Teams' platforms or perhaps helping with very basic IT skills which many people take for granted.

What skills do I need?

Excellent IT skills including any, or all, of the following:

- Ability to effectively use Microsoft Office package
- Ability to effectively use Google Workspace
- Confident using the Internet
- Confident mobile phone or tablet user
- Able to use online Government and Council services
- Document creation
- Social Media, user and creator
- Video and photographic editing skills
- Knowledge of Canva and graphic design skills
- Good communicator - Can you share what you know and explain how to do something?
- You are responsible, dependable, and able to use your own initiative
- A good team player
- Able to give a minimum of 4 hours a week on an on-going basis

If you have one or more relevant skills, are flexible and creative then this role is for you!

Benefits to you:

- Meet new people and be part of a friendly team
- Increased confidence whilst working with the public
- Learn new skills, such as customer care
- Gain valuable experience for your CV
- We offer full training and induction, plus ongoing support and supervision

Expenses and insurance:

- Agreed out-of-pocket expenses will be reimbursed and you will be covered by our insurance and policies.

(last updated June 2025 SS)