

IT SKILLS FOR EMPLOYMENT

Working for Carers is a London-wide project supporting unpaid carers to move closer to employment.

Who is this for?

Unpaid carers and former carers who are looking to move into employment or starting a new role.

Overview of IT skills

Employers often look for job applicants with up-to-date IT skills, although this depends on the role. The types of skills they may be looking for include:

- Email and calendar management.
- Word processing.
- Working with spreadsheets.
- Creating presentations.
- Using databases.
- Experience of video conferencing.
- Social media and networking.

Some roles will require specialist IT skills, such as software used for design or computer programming.

Employment services, such as Working for Carers, can help you identify the IT skills you may need for specific roles.

Working for Carers Series - Factsheet 10: IT skills for employment

Visit carers.org/workingforcarers to download more factsheets.



Communication

Email: Most employers will expect employees and job applicants to be familiar with using email – sending and responding to messages. Many use Microsoft Outlook, but you can also develop skills using online email accounts such as Google Mail (Gmail).

It is also useful to learn about other features of email programmes, for example using an online calendar to manage your time and organise meetings.

Video: Organisations are increasingly using video conferencing for meetings, events and even job interviews. It is useful to familiarise yourself with platforms such as Zoom.

Social media: Some roles involve posting and interacting with content on social media sites, such as Facebook and Twitter.

There are many **IT training courses** that you can access. Some are available for free. Some training is available face-to-face but, increasingly, IT training is offered online. You might also look for other training that will improve how you use IT. For example, developing your presentation skills, as well as learning how to use Microsoft PowerPoint.

Some employers provide IT training. This might cover general IT skills or a system specific to the organisation, such as a database.

Working for Carers is a London-wide project that supports unpaid carers and former carers, aged 25 or over, to move closer to employment. To find out more visit carers.org/workingforcarers or contact your local carers centre.



IT in the workplace

Word processing: Programmes, such as Microsoft Word, are used to create and format (layout and presentation) documents such as letters, reports and notes from meetings.

Spreadsheets: Programmes, such as Microsoft Excel, store, organise and present information in columns and rows, and perform calculations. Spreadsheets can be used for budgets.

Presentations: Some employees will be required to conduct presentations as part of their role, for example at meetings or to clients. Programmes, such as Microsoft PowerPoint, are used to create slides that the speaker refers to during the presentation.

Databases: Databases (also called Management Information Systems or MIS) are used to store a large amount of information, for example details about clients. Databases are set up for the specific needs of the organisation or team.

Most organisations use Microsoft Office, which includes Outlook, Word, Excel and PowerPoint. You may have used these programmes previously but check your skills are up-to-date, as Microsoft has released updated versions.



Further information

Learn My Way:

www.learnmyway.com – free online courses to develop digital skills.

Vision2learn:

www.vision2learn.net/courses - free online training, including IT skills.

CityLit:

www.citylit.ac.uk – offers training on a range of IT skills.

Contact your **local college or university** to find out if they offer adult education training on developing IT skills.

Employment support services, such as **Working for Carers**, may be able to help you find suitable IT training. Visit www.carers.org/workingforcarers for more information.



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