

# IT support volunteer



## What will you do?

- complete an introduction to Citizens Advice
- help staff and volunteers with day to day IT issues, for example, trouble logging on to their computer, connecting to wi-fi, finding files
- assist with IT project administration as directed by the project manager
- deliver one to one or group training about using particular software, such as Microsoft365 apps
- write instructions about how to do basic IT tasks to help volunteers and staff
- help update the local Citizens Advice website



## What's in it for you?

- build on and develop skills, in particular IT and communication
- increase your employability
- have a positive impact on someone else's experience of volunteering with the local Citizens Advice
- meet people and build relationships with other volunteers
- contribute to the smooth running of the advice service which makes a real difference to peoples' lives

And we'll reimburse expenses too.



## What do you need to have?

You don't need specific qualifications or skills but you'll need to:

- be friendly, patient and approachable

- respect views, values and cultures that are different to your own
- have good verbal and written communication skills
- have good IT skills
- be willing to learn about and follow the Citizens Advice aims, principles and policies, including confidentiality and data protection
- be willing to undertake training in your role



## How much time do you need to give?

We can be flexible about the time spent and how often you volunteer so come and talk to us. It is expected the role will fill up to 2 days per week.



## Valuing inclusion

Our volunteers come from a range of backgrounds and we particularly welcome applications from disabled people, people with physical or mental health conditions, LGBT+ and non-binary people, and people from Black Asian Minority Ethnic (BAME) communities.

If you are interested in becoming an IT support volunteer and would like to discuss flexibility around location, time, 'what you will do' and how we can support you please contact us.



## Contact details

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**<https://citizensadvicehart.org.uk/get-involved/volunteering/>**