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**IT support volunteer**

**What will you do?**

Our IT Support Volunteer help both our staff and volunteers with day to day IT issues.

The issues they deal with are varied:-

* They will help staff and volunteers with day-to-day IT issues, for example, trouble logging on to their computer, connecting to wi-fi, finding files
* They may assist with IT project administration as direct by a project manager.
* They may deliver one to one or group training about using software, for example Microsoft 365 apps.
* They may write instructions about how to do basic IT tasks to help volunteers and staff
* Help to update the local Citizens Advice website



**What’s in it for you?**

* build on and develop skills, in particular IT and communication
* 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
* increase your employability

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:

* have excellent IT skills
* 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 problem-solving 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.

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**Where will you be based?**

The role is based in our offices in Fleet.



**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**

**Admin@citizensadvicehart.org.uk**

[**https://citizensadvicehart.org.uk/get-involved/volunteering/**](https://citizensadvicehart.org.uk/get-involved/volunteering/)