

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
- deliver one to one or group training about using particular software, such as MS365 including Word, Excel, PowerPoint and/or Google docs
- assist with softphone changes and updates
- write instructions about how to do basic IT tasks to help volunteers and staff
- help update the local Citizens Advice website
- help volunteers and staff with the set-up of their desk and IT equipment to undertake Display Screen Equipment assessments (set up of their desk and IT equipment), record this as part of the Health and Safety assessment and share this with the Office Manager
- help other colleagues to make sure that the local Citizens Advice is compliant with the Data Protection Regulation
- refer more complex problems or non-routine requests to the Office Manager

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



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.



Valuing inclusion

Our volunteers come from a range of backgrounds and we particularly welcome applications from people with physical or mental health conditions, 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 T: 01279 770189 E:
volunteering@harlowcitizensadvice.org.uk

