



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 software, such as Microsoft spreadsheets or Google docs
- 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 travel expenses within the boundaries of Enfield 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?

Two days a week 9.30am - 4pm



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 need flexibility around location, time, 'what you will do' and how we can support you please include details in your application.

To apply:

please complete the application process on our website:

<https://www.citizensadviceenfield.org.uk/recruitment/>