

# IT support volunteer

Thanks for your interest in volunteering at Citizens Advice Rural Cambs (CARC). This document should give you everything you need to know to apply for this role and what it means to volunteer at CARC, based in our office in Huntingdon.

In it you'll find:

- What will you do?
- What is in it for you?
- What do you need to have?
- How much time do you need to give?
- How to apply
- How Citizens Advice Rural Cambs works
- What we give our volunteers
- Valuing inclusion
- Our values
- 3 things you should know about Citizens Advice
- Overview of Citizens Advice

## **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 Microsoft spreadsheets or Google docs
- write instructions about how to do basic IT tasks to help volunteers and staff

- 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 supervisor
- Work closely with current IT support volunteer to ensure smooth operation of IT systems and equipment, to add new IT users, check antivirus software
- help other colleagues to make sure that CARC is compliant with the General Data Protection Regulation
- Support organisation to work towards achieving and maintaining cyber essentials accreditation
- refer more complex problems or non-routine requests to other technical support staff, national Citizens Advice IT Service Desk or IT company used by CARC



## **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 CARC
- 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 reasonable expenses relating to CARC volunteering travel and parking 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 excellent IT skills

- Knowledge of Microsoft Office O365
- 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.



## **How to apply:**

Visit our [website](#) and either complete an online application form, or download it and return it to [recruitment@ruralcambscab.org.uk](mailto:recruitment@ruralcambscab.org.uk)

# How Citizens Advice Rural Cambs works

**Citizens Advice Rural Cambs** is an independent local charity supporting residents in Fenland and Huntingdonshire by providing free independent, confidential and impartial advice.

**Our aim** is to provide the advice people need for the problems they face and to improve the policies and practices that affect people's lives.



## What we give our volunteers

CARC invests in its staff and volunteers by providing the training skills and resources, enabling them to deliver a quality advice service.

Other benefits include:

- Learning and development opportunities
- Shopping discount platform



## Valuing inclusion

Our staff and 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.



## Our values

**We're inventive.** We're not afraid of trying new things and learn by getting things wrong. We question every idea to make it better and we change when things aren't working.

**We're generous.** We work together, sharing knowledge and experience to solve problems. We tell it like it is and respect everyone.

**We're responsible.** We do what we say we'll do and keep our promises. We remember that we work for a charity and use our resources effectively.



## 3 things you should know about us

**1. We're local and we're national.** We have 6 national offices and offer direct support to people in around 350 independent local Citizens Advice services across England and Wales.

**2. We're here for everyone.** Our advice helps people solve problems and our advocacy helps fix problems in society. Whatever the problem, we won't turn people away.

**3. We're listened to - and we make a difference.** Our trusted brand and the quality of our research mean we make a real impact on behalf of the people who rely on us.

# Overview of Citizens Advice

The Citizens Advice service is made up of Citizens Advice - the national charity - and a network of around 350 local Citizens Advice members (local charities).

Our network of independent local Citizens Advice members, deliver services from

- In over 1,600 locations across England and Wales
- With:
  - 8,843 local staff
  - 16,000 trained volunteers

Our reach means 99% of people in England and Wales can access a local Citizens Advice within a 30 minute drive of where they live.

