



Bromley



The role

IT support volunteer



Role profile

- complete an introduction to Citizens Advice Bromley
- 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 IT Lead
- 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 Bromley 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?

- Working Knowledge of Office 365 Admin
- Microsoft Active Directory and Entra
- Confident with Hardware and re-builds.
- Knowledge of security including software and hardware firewalls
- Be happy to contribute to yearly Cyber Essentials Audit.

Also, 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
- 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

Contact us at recruitment@citizensadvicebromley.org.uk . You can also find our application form online through our website [Citizens Advice Bromley Volunteer Application Form](#)