

## Volunteer Role Profile



### IT Support Volunteer

#### Introduction

Age UK West Sussex, Brighton and Hove enable older people to Love Later Life. Our aims are to promote the wellbeing of all older people; to make later life a fulfilling and enjoyable experience and to enable people to flourish.

Our Volunteers are required to complete online mandatory and role specific training, so they are equipped to perform their many roles. Some of them do not have the technical skills, hardware or infrastructure to do this independently from home. The volunteer IT Support role will facilitate this process by providing the IT support needed to enable the completion of volunteer training.

#### Responsible to:

The Co-Ordinator based at the Age UK Centre

#### Based at:

The IT Support Volunteer will be required to perform the role at various Age UK's centres in West Sussex Brighton and Hove. The IT Support Volunteer can choose to work from any of the centres that require support.

#### The service

The role will provide volunteers with IT support when completing their mandatory and role specific training. Key responsibilities: -

- To encourage and assist volunteers with accessing and navigating their mandatory and role specific online training courses via Me Learning, Age UK's online training portal
- Help volunteers to use either their own personal devices (tablets or laptops) or Age UK's computers in the centres in order to access Me Learning

### **Role requirements**

The personal attributes and requirements of the role are:

- To be IT literate with a sound knowledge of using computers, laptops and tablets. Sound knowledge of office software and e-mail
- A good understanding of the importance of internet security
- Treat all information from volunteers as confidential. Always adhering to GDPR legislation
- A good verbal communicator using plain English when supporting volunteers
- To be friendly, reliable, patient and empathetic towards the volunteers you are helping
- To work professionally with fellow volunteers and members of staff
- To be willing to undertake required mandatory and role specific training

### **How will we support you**

You will be provided with induction training and be shown how to work to guidelines to be sure you are confident and able to carry out your volunteer role. Induction training will cover an introduction to Age UK West Sussex Brighton & Hove and its services, policies, procedures and mandatory e-learning. All relevant training will be free to volunteers. You will receive on-going support and training to carry out your role effectively and be able to enjoy doing so with confidence. We also pay reasonable expenses.

### **What will you get out of volunteering for Age UK West Sussex, Brighton & Hove**

Meeting others, having fun and a sense of fulfilment. If you are looking for a job we can give you some experience whether you have worked in this setting before or not. We will train you so you will gain knowledge of working in the charity sector and that will help you in your search for a job. We can also give you a written reference.

### **Volunteer Agreement**

I have read and understood the above Role Description and would like to become a volunteer for this service.

Signature.....

Date.....