

IT Support Volunteer

Volunteer Role Profile

The Business Team are looking for a motivated individual to provide IT Support within their team. This is an office-based role, appropriate for those seeking experience in IT, as well as those with prior professional experience looking to lend their skills to a charity organisation. All tasks will be completed with the support and supervision of staff.

Location: The Gateway, 8-10 Durrington Lane, Worthing, BN13 2QG

Days & times: 4+ hours one day per week

What's involved:

- Assisting with IT support function, with the guidance of staff
- Collating & organising data, potentially re-formatting if required
- Updating & maintaining records
- Facilitating basic software/hardware updates with guidance (for example, updating RAM & supporting Windows 11 upgrades)
- Reporting information back to the team

What we ask for:

- To adhere to all applicable West Sussex Mind policies and procedures when in your volunteering role with us
- Confidence with IT & Microsoft applications
- Good maths and English
- Good organisational skills & attention to detail
- Comfortable with following instructions and receiving feedback

How we help our volunteers and benefits

- During the recruitment process volunteers are given access to our e-learning platform and assigned a few essential courses to prepare them for volunteering; this is then followed by a live Volunteer Induction that aims to bring the e-learning to life
- You will meet new people, have the opportunity to learn new skills and take part in regular in-house training
- We will reimburse pre-agreed expenses in line with West Sussex Mind's policy
- We will check-in regularly to ensure you are enjoying your volunteering role through 1-2-1s, volunteer meetings, social and learning networking days
- **This role may provide valuable in-house IT support experience for those pursuing a career in related fields**

Our Values

- We are equitable
- We are open
- We work together
- We are curious
- We are unstoppable
- We strive for excellence

Volunteer Recruitment Process

For selected applicants there will be an interview with the Service/Project Managers.

If successful, 2 references will be requested as part of the recruitment checks and 7 essential e-learning modules (totalling 4.5 hrs) will be required to be completed before starting in the volunteer role.

Because the role involves working with internal data and information, we need to complete a basic Disclosure and Barring Service check.

Support will be available for any technical, language or literary support required.

For more information, please email volunteering@westsussexmind.org