

## IT Support

<b>Role Title</b>	<b>IT Support</b>
<b>Location of Position</b>	Harrow Lodge House, Harrow Lodge Park, Hornchurch Road, Hornchurch, Essex, RM11 1JU
<b>Responsible to</b>	Director of People & Organisation Resource
<b>Purpose/ summary of role</b>	To provide basic IT support to staff, assisting with everyday technical issues to ensure smooth operations. You will have access to our external IT provider for support with more complex problems.
<b>Description of tasks</b>	<ul style="list-style-type: none"> <li>• Assist staff with basic IT issues, such as:             <ul style="list-style-type: none"> <li>○ Troubleshooting hardware or software problems.</li> <li>○ Helping with login or connectivity issues with laptops &amp; printers.</li> </ul> </li> <li>• Liaise with our external IT provider for guidance or to escalate more complex issues.</li> <li>• Provide friendly support to improve staff confidence in using technology.</li> <li>• Keep a simple record of common issues and solutions for future reference</li> </ul>
<b>Time commitment</b>	A minimum of 2 hours per week, covering a regular time slot if possible. If you are able and would like to commit more time, please indicate this on your form.
<b>Qualities &amp; Skills</b>	<ul style="list-style-type: none"> <li>• Good people skills</li> <li>• Confident using the computer – Word, Excel, Outlook</li> <li>• Good communication skills</li> <li>• Confident to ask for help when needed</li> <li>• Empathetic, compassionate and understanding</li> <li>• Non-Judgemental</li> <li>• Attention to detail</li> <li>• Able to multitask, prioritise tasks and meet deadlines</li> <li>• Familiarity with basic IT troubleshooting (e.g., Windows, Microsoft Office, connectivity).</li> <li>• Ability to follow up with the IT provider when needed.</li> </ul>

<p><b>Training &amp; Support</b></p>	<p>We offer a ‘Welcome to Mind’ volunteer induction, which includes topics such as communication, confidentiality and boundaries as well as Health and Safety. There will be opportunities to access further training.</p> <p>You will receive a welcome pack as well as induction documentation and training. You will also have a quarterly meeting with your volunteer mentor. The Volunteer Engagement Coordinator will also be available for regular support, advice and guidance. As well as giving regular organisational updates to you.</p> <p>Within your induction you will be asked to complete some online training modules as well as any further training for the role. You will also be required to get a DBS for the position but this will be done with the Volunteer Engagement Coordinator before you start volunteering with us.</p>
<p><b>Reimbursement of Expenses</b></p>	<p>We can cover some of the expenses which you may incur while you are volunteering with us. Please ask for further details.</p>
<p><b>Benefits of being a Volunteer</b></p>	<p>Volunteering with Mind Havering, Barking &amp; Dagenham can be a rewarding experience and a feeling of being able to do something for someone else, develop your skills, learn new skills and meet new people. It can also help you to gain a sense of pride and build your self-esteem, becoming more confident, widening your network and feeling valued by our staff and those who are accessing our services.</p>
<p><b>Volunteer Engagement Coordinator contact information</b></p>	<p>Volunteer Engagement Coordinator  Harrow Lodge House,  Harrow Lodge Park,  Hornchurch Road,  Hornchurch,  Essex,  RM11 1JU  <a href="mailto:volunteering@haveringmind.org.uk">volunteering@haveringmind.org.uk</a></p>