



This is your space

## IT Support Volunteer Assistant

### Location:

- The Abbey Centre, 34 Great Smith Street, Westminster, London, SW1P 3BU
- Apply to Caz on 020 7227 0650 or [volunteerinfo@theabbeycentre.org.uk](mailto:volunteerinfo@theabbeycentre.org.uk)

**Responsible to:** Assia, Advice and Support Officer

**Hours of Volunteering:** Mondays 09:00-13:00

### Purpose of the Role:

- To liaise with Assia to help and support service users with IT issues.
- Helping people solve IT issues and promoting IT wellbeing.
- To help and support service users with learning about IT devices (Smart Phones, Tablets, and Laptops) and how to sign up for apps
- Assisting Assia in helping people fill out online forms if required.

### Person Specification:

- Knowledge of working face-to-face with the users and guests of our services.
- Can work independently.
- Good computer skills.
- A friendly, professional, and welcoming manner with a positive attitude and commitment to working in a busy environment.
- Ability to demonstrate patience, sensitivity, and reliability.
- An open-minded approach to individuals, avoiding judgment and stereotyping.
- Good clear and confident communication skills particularly verbal.
- Good listening skills to ensure that you understand given tasks.

### Specific responsibilities include:

- Helping people learn how to use Smartphones and basic Word packages such as Windows, Word, Excel, and emails

### Rewards:

- Free lunch with every 4-hour shift
- Free travel in line with our policy
- Free enhanced DBS
- Reference upon request

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34 Great Smith Street | London SW1P 3BU | 020 7227 0650

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| [www.TheAbbeyCentre.org.uk](http://www.TheAbbeyCentre.org.uk)