



## Volunteer Role Description

<b>Role title</b>
ICT Volunteer
<b>Purpose of your role</b>
To assist NWT ICT Staff in Supporting the Trust's Network and users - a number of duties and tasks are available depending on relevant qualification, interests and experience
<b>Type of work you will be involved with</b>
<ul style="list-style-type: none"> <li>• ICT support, both in Norwich and at the Trust's locations throughout Norfolk.</li> <li>• Assist the ICT Team with general ICT duties, such as: Setting up laptops, software installation, maintenance, and software updates.</li> <li>• Providing some user support for standard applications such as Microsoft Office</li> <li>• Preparing ICT user guides</li> <li>• Researching ICT equipment suppliers and prices</li> <li>• General admin tasks as required</li> <li>• Undertake other ad hoc duties and projects as agreed</li> <li>• Work in accordance with the Trust's Health &amp; Safety policy and contribute to the maintenance of a healthy and safe working environment</li> </ul>
<b>Skills and abilities you will be using in your role</b>
<ul style="list-style-type: none"> <li>• Proven interest in computers and ICT</li> <li>• An understanding of Microsoft Office and PC hardware</li> <li>• Ability to work as part of a team to support staff across the organisation</li> <li>• Good organisational skills, including the ability to work under own initiative and as part of a team</li> <li>• Good communication skills</li> <li>• Good administrative skills</li> <li>• Good literacy and numeracy skills</li> <li>• A clear interest in and sympathy for nature conservation and the work of NWT would be highly desirable</li> </ul>
<b>You will be based at</b>
Bewick House, Norwich. Occasional tasks may be carried out at Trust visitor centres and reserve offices as agreed.
<b>Times/days we would like you to be available - this can be flexible</b>
1-2 days per week
<b>Benefits to you</b>
<p>Opportunity to develop ICT skills and the gaining of valuable work experience.          Volunteering for a conservation organisation and learning about the work of Norfolk Wildlife Trust becoming a valued member of the team.          Free entry to our Nature Reserves which normally charge for admission.          Travel expenses or mileage</p>
<b>Your supervisor</b>
ICT Team Members – Chris Hunt Senior ICT Officer and Hazel Scarff ICT Officer
<b>Notes/special requirements</b>
<p>The ICT office is located on the top floor of the building which can only be reached via stairs. However we are able to accommodate volunteers on the ground floor.          Previous work experience is not required for this role</p>