

Become a Citizens Advice volunteer

We give people the knowledge and confidence they need to find their way forward - whoever they are, and whatever their problem.

Our national organisation and network of local independent charities help millions of people every year with free, practical advice. This means we really understand the issues affecting people in our society and advocate for changes to policies and practices that will improve lives.

We are supported by volunteers who are at the heart of the communities they serve.

If you want to help us shape a society where people face far fewer problems, this is the role for you.

Looking to make a difference in your local community?

Find out more about [Citizens Advice](#) and this volunteering opportunity at [Citizens Advice Redbridge](#).

IT/Digital Support

Role purpose

Provide basic digital support to help the team use the systems and tools they need. Help with everyday IT tasks, solve simple issues, and make sure people feel comfortable using digital platforms. Keep information organised, support digital processes, and make sure the technology acts as a supportive tool.

What's in it for you?

- Make a real difference to people's lives
- Gain new skills and knowledge, and build experience for employment. In particular IT and communication
- Use and develop existing skills to do something

	worthwhile • Improve your health, wellbeing, confidence and self-esteem • Meet new people from a range of backgrounds and ages • Get to know and give something back to the local community • Experience expert training and support and feel part of a team
What will you do?	• Help staff and volunteers with day to day IT issues, for example, trouble logging on to their computer, connecting to wi-fi, finding files • Deliver one-to-one or group training about using particular software, such as Google docs, spreadsheets etc. • Write instructions about how to do basic IT tasks to help volunteers and staff • Help update the local Citizens Advice website and intranet • Ensure quality standards are met, including maintaining cyber essentials certification • Alongside these core responsibilities, you may be asked to help with other general tasks to support the team and the role
What's helpful for this role?	• We are looking for volunteers who: • Are friendly, approachable and patient • Are non-judgmental and respect views, values and cultures that are different to their own • Have good verbal and written communication skills [to effectively support fellow volunteers] • Confident in English language (verbal and written) • Confident use of digital technology/good IT skills • Are willing to learn about and follow the Citizens Advice aims, principles and policies, including confidentiality and data protection

	• Are willing to undertake training for the role
Time	We hope you can volunteer regularly each week, and this can be done over one day or spread across shorter sessions. If a different pattern suits you better, let us know and we can discuss it. No prior experience or knowledge is required as full training is provided for this role. The duration of training for this role is usually one day per week for twelve weeks but can be tailored to suit your circumstances. The training is predominantly online and remote. During your training period you will be supported by an experienced team.
Location	You will be joining our team: from home, local office, or outreach location. We reimburse reasonable, pre-agreed out-of-pocket expenses, including travel for onsite roles and required travel for meetings, training or site visits.
Additional information	The minimum age for this role is 16. Citizens Advice is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. All volunteers are expected to share this commitment. As part of our safer recruitment process, successful applicants will be asked to self-disclose criminal convictions. We also ask for ID and details of referees. If you'd like to talk through any of the checks before applying, please get in touch.



Valuing inclusion

Equity, Diversity and Inclusion (EDI) is really important to us and integral to all we do. We want to build diverse and inclusive teams, where everyone is welcome and everyone feels like they belong. To be the people's champion we must reflect the people we serve. We particularly welcome applications from people we would like to see better represented in our teams - people of colour, LGBTQ+ people and disabled people.



Get in touch

If you'd like to speak to someone about this role, please contact the recruitment team: volunteering@citizensadviceredbridge.org.uk

To apply, complete our volunteer application form on our website [here](#).



Next steps

Once you've applied, we'll take a close look at your application and get in touch. If we can move your application forward we will invite you to attend an induction meeting.