

Role Descriptions and Person Specification – IT Co-ordinator

Hours: On average 4 hours per week but flexible

Location: Bishop's Stortford and Hertford

Report to: Chief Executive

Context of role: Citizens Advice East Herts covers a wide geographical area and sees a large number of clients (5000 last year). Its workforce is mainly volunteer staff but it also employs some paid part time staff. We have also a significant number of partners, funders and supporters. The ITC and technical support is provided by a team of highly skilled volunteers who work as a Technical Support Group (TSG) alongside managers of the organisation.

Role purpose: To co-ordinate the work of the Technical Support Group (TSG) and arrange the quarterly meetings. The duties of the TSG include maintaining the ITC system, providing technical support and developing the ITC needs of the organisation. TSG comprises of 4 IT volunteer assistants and 2 managers of the organisation.

Role Description

- Arrange quarterly Technical Support Group (TSG) meetings.
- Administer TSG meetings including setting the agenda and taking minutes.
- Co-ordinate the work of the TSG and oversee a work plan.
- Facilitate communicate between technical and non-technical staff and volunteers.
- Assist the Chief Executive with monitoring the IT budget and mitigating IT risks.

Personal skills and Qualities

- Understanding of, and commitment to, the aims and principles of Citizens Advice and its equality and diversity policies.
- Excellent verbal and written communication skills with an ability to communicate to technical and non-technical staff and volunteers.
- Good administrative skills. Experience of servicing meetings desirable.
- Interest in technical matters but technical expertise is not essential.
- Ability to be self-motivated but also to work as part of a team.
- Friendly and approachable.
- Ability to manage time effectively.