

### **Volunteers needed for IT Support**

This mainly involves routine checks for backups, software installation/upgrades/updates, troubleshooting PCs/laptops with network issues, occasionally configuring new equipment (laptops/desktops).

What we require of you:

- Commitment to volunteering one day a week; preferably alternating between our Feltham and Hounslow office.
- IT support experience and good communication skills
- Adherence to Information Assurance, Data Security Protocols and Data Protection
- Operating with care and due diligence
- Ability to manage time effectively
- Commitment to the Citizens Advice Aims and Principles.



If you wish to request an application please email: [info@hounslowcabs.org.uk](mailto:info@hounslowcabs.org.uk)

### **Volunteers needed for Research & Campaign**

This mainly involves keeping abreast of Citizens Advice campaigns, e.g. scams, payday loans, unfair employment practices, etc. Checking and sending evidence forms to the central office (full training provided), raising awareness of issues both locally and nationally.

What we require of you:

- Commitment to volunteering one day a week
- Good communication skills both written and oral
- Good computer skills (Word, Internet, Emails)
- Commitment to the Citizens Advice Aims and Principles.
- Adherence to our Confidentiality and Data Protection policies



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### **Volunteers needed to monitor Customer Experience**

This mainly involves gathering feedback from clients about the service received from Citizens Advice Hounslow via e.g. paper surveys, telephone surveys and other media.

What we require of you:

- Commitment to volunteering one day a week.
- Adherence to our Confidentiality and Data Protection policies
- Excellent manners on the phone/face-to-face and a lot of patience
- Good communication skills both written and oral
- Commitment to the Citizens Advice Aims and Principles.



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