

Role description for IT Supporter (Voluntary role)

“It’s been a life-changing experience. Last week I read a book to my grandson. I never read to my children because I couldn’t.” Peter, from Read Easy Poole

Read Easy provides free, confidential, one to-one reading coaching for adults who struggle with reading, through a network of volunteer groups. Read Easy groups are changing the lives of individual adults across the country by providing them with the support they need to learn to read, and in turn opening doors for them to all sorts of new opportunities in life. You can read about the difference Read Easy makes [here](#) on our website.

Outline of the IT Supporter role

It is amazing how much difference you could make to your local group by providing IT support, either remotely or in person. Even the smallest things like setting up email accounts, using video calling software and creating social media accounts can be a real challenge for some volunteers, so your expertise will make the world of difference to supporting your local group to help adults learn to read in your community.



How we will support you

You will be provided with the Management Team Handbook, policies, training/induction, and guidance specifically needed for this role, including access to support from a Read Easy UK Regional Adviser, via your Team Leader. You will also be invited to Read Easy UK’s regional forums and annual conference which give volunteers an opportunity for networking with those from other groups.

What you will be doing

- Be the first port of call for any IT queries and troubleshooting for your local group
- Support members of the Team to set up Read Easy email accounts when required
- Assisting volunteers with accessing online training if required
- Overseeing permissions and access to online document storage system used by the Team e.g. SharePoint
- Suggesting ways in which technology could help in the communication and management of the group e.g. WhatsApp groups
- Supporting your Publicity Organiser with setting up social media accounts for the group
- Supporting coaches to develop IT skills for the delivery of remote coaching, if required
- Attending Management Team meetings, typically every 6-8 weeks



The skills you will need

- Confidence in using IT and experience of using a range of devices and software, specifically including Zoom and/or Teams
- Patience and a sense of humour
- Good communication and people skills, with a commitment to maintaining confidentiality
- The ability to use initiative and work independently
- A willingness to abide by Read Easy policies and procedures
- An open attitude that encourages two-way communication and willingness to ask for and offer support to the Team
- A non-judgemental attitude and respect for others, with a commitment to equality and diversity, so that you can make everyone feel valued and included
- Energy and enthusiasm with an average of two hours a week to commit to the role

What's in it for you?

- Use and develop your IT knowledge and skills to support others
- Meet and work collaboratively with new people
- Be active and engaged, adding value to your local community

Interested?

If you think you can offer the time, skills and experience that we are looking for and would be interested in taking up this role, please contact the person who sent you this role description.

Please note: All Read Easy volunteer roles are subject Safer Recruitment procedures which include verification of identity and two references, and eligibility for Management Team roles is in line with [Charity Commission regulations for trustees](#). This role could be carried out alongside another role on the Management Team. Please see the 'Introduction to Read Easy for potential Management Team volunteers' to find out more about the structure and responsibilities of the Team.

To find out more about the organisation as a whole visit our website at: www.readeasy.org.uk