



**Job description**

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| **Job title:**  | IT Support Admin Worker (Kickstart)  |
| **Hours:** | 25 per week (Monday – Friday) |
| **Salary:**  | National minimum wage |
| **Reporting to:**  | IT Manager |

This is an opportunity to:

* work within the IT team to build IT, teamworking and communication skills
* increase your employability
* work with a range of different people, independently and in a team.

After completing an introduction to Citizens Advice and training specific for your role, you will be supported by the IT team to:

* help staff and volunteers with day to day IT troubleshooting needs
* log and maintain records of staff and volunteer queries
* maintain and manage appointment system and service diaries
* provide admin support (eg create/maintain spreadsheets, scanning documents)
* assist with keeping IT software up to date.

Other duties and responsibilities:

* uphold the aims and principles of the Citizens Advice service and its equal opportunities policy.
* abide by health and safety guidelines and share responsibility for **own safety and that of colleagues.**
* carry out any other tasks that may be within the scope of the post to ensure the effective delivery and development of the service.

Key skills, experience and qualifications:

* Friendly, patient and approachable
* A logical thinker
* Good verbal and written communication skills
* Good IT skills (preferably MS Office)
* Be able to research and understand information and explain it to others
* Be willing to learn about and follow the Citizens Advice aims, principles and policies, including confidentiality and data protection
* Be willing to undertake training in your role, including self-study.