Role description for the IT Supporter for the FRED Management Team

Outline of the role of IT Supporter

In this role you will:

assist the volunteer Coaches and our Learners to use technology when required for learning or training purposes

provide ongoing support to Management Team members in the use of social media and other communications platforms

assist with promoting FRED across as many platforms as is appropriate

Responsibilities

Be the first port of call for any IT queries within your local group.

If required, set up local WhatsApp groups or similar group forums.

Support FRED publicity with setting up/maintaining social media accounts for the group.

Support the delivery of remote coaching if required.

Help with website content monitoring and updates.

Personal qualities and experience

Confidence in using IT and experience of using a range of devices and software, specifically including Zoom.

Patience and a sense of humour.

Good communication and people skills, with a commitment to maintaining confidentiality.

A non-judgemental attitude and respect for others.

Time, energy and enthusiasm.

A willingness to abide by FRED policies and procedures.

The confidence to promote the work of FRED and a strong commitment to improving the lives of people who struggle with reading.

The ability to use initiative, work independently and to work well as part of a team.

An average of 1 - 2 hours a week to the role.

Commitment to the role

The time commitment for this role will vary depending on the IT skills of the volunteers in the group.. This role can easily be carried out alongside another role on the Management Team. As a Management Team member, you will also be required to attend regular Management Team meetings.

Apply

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:

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