

Tech Tracker Volunteer

Role Description

Location:	Head Office, 1 Waterloo Gardens, Milner Square, London, N1 1TY plus travel to services across London, Luton, Kent, and Brighton (expenses paid).
Requirements:	Volunteers in this role must be over 18 years old and are subject to an ID check and two character references.

What we need your help with and how you'll make a difference

We're looking for a volunteer to assist us in tracking ICT equipment across our services. You'll visit our services, chat with the staff, note the equipment they have, and flag anything that is faulty or missing. Please note that not all of our service sites are wheelchair accessible.

Your support will make a huge difference in helping us prioritise ICT needs, so our teams can deliver the best possible services to residents and participants. Great ICT is the backbone of everything we do, and you'll be part of making that happen!

What is the commitment?

This role involves travel across London, Luton, Bedfordshire, Kent, and Brighton. We can cover the cost of travel for you in line with our Volunteering Policy.

We have more than 35 services which we need to track the tech within. This is a short-term project that would ideally be completed within 6-8 months, as only one visit to each service is needed. We can be very flexible around the dates and times that work best for you to volunteer, though all volunteering must take place within our head office hours (Monday – Friday 9am- 5pm) so we can support you during visits.

What skills are we looking for?

We're looking for volunteers with:

- Working knowledge of ICT: Able to identify tech models and ask relevant follow-up questions to get a full picture of tech support needs.

- Clear communication and accurate record keeping.
- Confidence to volunteer alone (with remote support) and a friendly approach with staff.

What you can expect from us

We'll work with you to schedule visits flexibly around your commitments and provide remote support whenever you need it. You'll receive all the necessary equipment to record your findings securely, along with a comprehensive induction and regular check-ins with our IT team to ensure you're supported and confident in your role.

We will also reimburse your travel costs – your volunteering should not leave you out of pocket!

More information about us

Our ICT team supports all 40+ SIG services, ensuring staff have the necessary ICT tools to deliver services securely and maintain accurate records. This volunteer project marks an exciting new step in providing direct support to residents and participants through practical workshops.

SIG is a leading UK charity that provides bespoke, person-centred health and social care services. Our mission is to empower independence through trauma-informed solutions and dynamic partnerships that keep people out of prison, out of hospital, and off the streets. Our people and values of ambition, empowerment, transparency, and inclusivity drive everything we do. You'll be joining a growing team of volunteers in a variety of roles across the Group who add value to the experiences of residents and participants in their services – we would love to have you on the team!

Contact details

For more information about this role, please get in touch with George Agyemfra (Senior IT Analyst):

George.Agyemfra@socialinterestgroup.org.uk

For information about further opportunities to volunteer available across Social Interest Group don't hesitate to get in touch with the National Volunteer Manager, Zoe Oliver: zoe.oliver@socialinterestgroup.org.uk

