

VOLUNTEER ROLE DESCRIPTION

Volunteer to Career - Volunteer Internship which includes Pitman Training's National Diploma Programme.

The Volunteer to Career (VtC) pathway offers you the chance to gain useful experience while supporting St Oswald's Hospice as a Volunteer Intern. The role will help you to develop new and existing skills and knowledge. It will give you a helpful insight into what it's like to work in your chosen area and help to build your confidence and boost your employability, making it easier to find a job in the future.

You will also work towards a Pitman Training Diploma. Diploma courses are designed to help you progress your career and are highly respected by employers.

VOLUNTEER TITLE: IT Help Desk Support Technician - Volunteer Intern

VOLUNTEER LINK: Mark Tunstall, IT Manager

Aims:

Support the IT help desk in operational tasks that are not time dependent and can be done in bulk on volunteering days while completing a

When / Where:

A minimum of half day or more per week at St Oswald's Hospice, Regent Avenue Gosforth, Newcastle upon Tyne NE3 1EE
Plus a minimum of 4-5 hours per week training (210 hours in total)
at Pitman Training Centre, 2 Collingwood Street, Newcastle upon Tyne NE1 1JF where you will be supported by the Pitman Training Staff.

Main Tasks:

- Assist in the collection, auditing, and guided installation of hardware.
- Conduct reporting and audits of IT services.
- Support the IT help desk in handling routine operational tasks.
- Ensure accurate documentation and tracking of IT assets.

Skills and Experience:

- Basic understanding of hardware and IT infrastructure e.g. GCSE grade 4 Computer Science or equivalent?
- Familiarity with data reporting and auditing processes.
- Strong organisational skills and attention to detail.
- Willingness to learn and follow guided IT procedures.

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Additional Info:

Pitman Training course information can be found at:

[IT Technician Course & Training with CompTIA | Pitman](#)

Personal Qualities:

- **Attention to Detail** – Ensuring accuracy in audits, reporting, and documentation of IT assets.
- **Reliability** – Being dependable and consistent in completing assigned tasks.
- **Initiative** – Willingness to learn and proactively take on tasks with minimal supervision.
- **Organisational Skills** – Effectively managing hardware, reports, and IT-related tasks efficiently.
- **Problem-Solving Ability** – Identifying issues and working through solutions with guidance.
- Identifies with St Oswald's Hospice Values and People Charter
<https://www.stoswaldsuk.org/who-we-are/our-values-and-people-charter/>

Benefits:

- Work within an IT operation.
- The opportunity to make a difference to people at a difficult time in their lives and to support your local community.
- A chance to develop new skills, experiences and knowledge.
- A chance to meet new people.
- Reimbursement of your travel expenses.
- The support of a Volunteer Link who is an experienced member of the team.
- The support of Pitman Training staff while completing the Pitman Diploma
- Access to training and support provided to our Volunteer to Career volunteers.

Essential Processes/ Training (Internal Info):

- ☒ Recruitment Pathway [*On-site*]
- ☒ Minimum age [*16+*]
- ☒ DBS check required [*Enhanced Children*]
- ☒ Health & Safety Training Online [*Non-clinical*]
- ☒ Smartcard Required [*No*]
- ☒ Office Based Risk Assessment
- ☒ St Oswald's Hospice Dress Code