

## Role information – IT & Tech Manager

An exciting opportunity to join PROJECT:TALK CIC's team as an IT & Tech Manager.

### **About us**

We are PROJECT:TALK CIC, a Community Interest Company established in early 2020 with a mission to change the way we view mental health by pioneering mental fitness in communities across the UK. We are a rapidly growing, forward thinking organisation who respect the complexities and individuality of the challenges many of us face whilst believing in the capability of individuals to make real change when enabled and well supported.

By proactively preparing our minds with the resources it will need when it's under stress, as you would physically train your body when preparing for a marathon, we are better able to navigate difficult situations when they arise or seize opportunities presented to us. One of the most pertinent contributing factors to our mental fitness is the support network and resources that surround each one of us. It is here that we focus our work.

Our team of dedicated volunteers work nationally to provide communities with a comprehensive set of tools and resources to improve their collective mental fitness. Through bespoke training, community events and our highly accessible peer to peer support models, we utilise the enthusiasm of passionate individuals to make their community a place where each and every person can thrive. Whether this be a school, university, community group or workplace, we pride ourselves in delivering a sustainable, cost effective package that not only raises awareness but also equips individuals with tools that can facilitate potentially lifesaving conversations. Our profits are reinvested to fund projects led by those who know their community best, such as a therapeutic arts programme at the University of Bristol.

We also have a growing network of UK university societies who are helping us to achieve our mission within both universities and their local communities. This is soon to be accompanied by our new Mental Fitness Ambassador programme, which trains and supports individuals to promote PROJECT:TALK's message and take on a valued support role within their own organisation.

Currently, we focus our work on those between the ages of 16 and 25, however are keen to broaden our reach.

### **About the role**

**Role name:** IT & Tech Manager

**Role type:** Voluntary commitment

**Term:** Permanent, approx. 2-4 hours per week but variable depending on what we have going on!

We are looking for a committed, highly driven individual to join our team of forward-thinking students and graduates as an IT and Tech Assistant. Though it would be very helpful, the ideal candidate need not have excessive previous experience. Our team are consistently learning together and this opportunity will be a learning experience as well as an opportunity to make lasting change. We're searching for someone who is eager to learn, innovate and keen to gain experience in working within a non-profit start-up. Many of our team have personal connections with our cause and are highly passionate about our offer, so PROJECT:TALK is a great place to network with like-minded people if this sounds like you.

To date, our web design, email accounts and IT have been managed by other members of the team. As PROJECT:TALK is growing, we'd now welcome some support and a fresh perspective with tasks from developing and regularly updating our website, setting up and troubleshooting new email accounts and establishing more effective methods to store and share files.

Whilst we do have a set up and an idea of the tasks we would like support with, we would be very open to adapting the way we work based on your advice. Therefore, the ideal candidate will not be afraid to recommend new ways to work, setting up new platforms if appropriate. We'd welcome someone who can work independently under their own initiative whilst effectively communicating with the rest of the team.

Experience in either marketing, social media management or web design would be beneficial for the role – one of the first tasks will be working to update and improve our website to clearly convey salient information and attract new clients.

Your innovation, ideas and drive to make change will be matched with enthusiasm from the team giving you opportunity to help determine the direction in which we move and see ideas of your own blossom into reality.

**Key Responsibilities**

The IT and Tech Manager is responsible for assisting with PROJECT:TALK's IT and Web design, to include management of email accounts, file sharing and storage, and improvements of our website. Whilst we need you to be dynamic and use your own initiative to support the team effectively, we believe the following to be key responsibilities:

- Assisting with the improvement and regular updating of our website
- Manage our email accounts, to setting up new accounts when required
- Support with setting up and managing mailing lists, both internally and externally for marketing purposes
- Improve the way we store and share files for collaborative working
- Assist our team with the use of web applications such as Trello, Canva and Slack.
- Be available to assist with additional tasks as and when required.

**Additional notes**

Whilst all roles in our team are voluntary, we expect our team members to treat them seriously and with the same respect as they would a paid role. We are mindful that others, both internally and externally, are directly influenced by the work we do. We don't mind at all if you can't take on a task, need a week away or are having a bad day – just let us know as soon as possible so we can support you and redistribute workload.

**Candidate requirements**

| Essential  | Desirable  |
|--|--|
| A basic knowledge of applications such as Gmail, with a desire to learn how to set up email accounts, for example, and willingness investigate new ways to work under own initiative. (Setup can be taught in a tutorial from the PROJECT:TALK team) | Experience with task management software such as Trello and with other   |
| Familiarity with basic data protection strategy  | Experience in data protection and good knowledge of guidelines   |
| Personable, encouraging and constructive when giving advice.   | Experience in mentoring and leadership.  |
| Enthusiasm for our cause and motivation to drive the company forward using their own initiative.   | Personal experience and open to draw on personal challenges to influence work.   |
| A willingness to learn on the job, using trial and error. Particularly when developing web pages and design.   | Experience in web design and application use such as Wix, and Canva.   |
| Uses their initiative to research and learn consistently, making use of any previous experience no matter how minor.   | Sees connections and has a great capacity to draw on previous knowledge and experience to see a possible way around problems.                            |
| Ability to use applications such as Microsoft Word and an appreciation for the importance of a   | Experience in developing formatting professional looking documents, websites and email signatures.<br>Experience in using Canva or similar applications. |

professional, well presented webpage. Willingness to learn how to use Canva for basic graphic design.

### Desirable Skills and Qualities

- A drive to make change, using a strategic and solution focussed approach.
- A problem solver who sees obstacles as challenges to overcome rather than barriers to stop them.
- Uses their own initiative to suggest improvements and take the lead on tasks.
- Motivated and enthusiastic.
- Not afraid to take on tasks that they don't have previous experience in, being comfortable with not always getting it right first time (we're all new to this and learn together and willing to teach!),
- Sensitive and empathetic.
- Pays attention to detail and takes pride in their work.
- A team player, reliable and dependable.
- Flexible and thinks on their feet.

### Application process

Please fill out our application form [here](#) before the deadline of the **31<sup>st</sup> August**.

On or shortly after this date, we will be in touch to let you know if we are able to invite you for interview. Interviews will take form of a relaxed discussion with Daisy and George, our Directors, giving you a chance to establish whether this is the role for you as well as us to find out more about you. They will be held at a **mutually agreed time between 1-4<sup>th</sup> Sept**, but if needed we can be flexible. If successful, you will join the team ASAP!

Link to application form:

<https://forms.gle/7Pcn8MqrKD55jeEX6>