



Basingstoke Counselling Service, a registered charity, was founded in 1985 by a small group of local therapists wanting to provide mental health support to the local community. Since then, our service has flourished to become a busy, vibrant counselling and training centre, managed by a talented team of clinical and non-clinical staff, dedicated to improving the emotional wellbeing of our community.

We achieve this in two ways. Firstly, we offer one-to-one and couples counselling for adults, via a team of counsellors who provide a professional and affordable service. Our counsellors are supervised and practise within the BACP Ethical Framework for the Counselling Professions.

Secondly, we provide a range of training courses for those interested in supporting others with mental health difficulties. We have a long heritage of running highly regarded courses from one-day CPD workshops through to a three-year BACP Accredited Diploma in Psychodynamic Counselling.

Based in central Basingstoke (a stone's throw from War Memorial Park and the town centre shops and transport links), we have a suite of 11 rooms used for counselling, training and administration. All of these rooms have recently been refurbished to a high standard, making BCS a very pleasant and welcoming work environment.

This is an exciting time for us as we are experiencing a sustained period of growth. To ensure that we continue to deliver high-quality services to all our users it is imperative that we attract talented and committed individuals to complement the current team and help us continue to develop and grow the service.

To minimise our impact on the environment and ensure efficient work practises, all of our systems are now digital.

We understand that discrimination and inequality exist in our society. As an organisation, we aim to treat everyone with dignity and respect and therefore challenge ourselves regularly to ensure we achieve this. We do this by listening and responding to feedback and regularly reviewing our approach to equality, diversity and inclusion.

Job Description

Role title	Volunteer IT Advisor
Reporting to	Office Manager
Location	Goldings, London Road, Basingstoke, RG21 4AN This can be a purely remote role, hybrid role or working from our offices, depending on your preferences
Working hours	Ad hoc and flexible – there may be weeks when no support is needed, and other times when more input is helpful. We anticipate this will average out to a few hours a month.
Term of contract	Voluntary
Start date	As soon as possible
Closing date for applications	Please note that we will be offering interviews as we receive applications and as such, we may close applications early should we fill the role.
To apply	Send a CV and covering letter to gemma.campbell@basingstokecounselling.org.uk
For an informal chat about the role	Please contact Gemma Campbell on 01256 843125 or gemma.campbell@basingstokecounselling.org.uk

Overview of the post

We are seeking a knowledgeable and practical Volunteer IT Advisor to provide advice and light-touch support for our charity's IT systems and digital processes.

You won't need to manage systems directly, but you will play a vital advisory role, helping us ensure our technology is reliable, secure, and fit for purpose. This role would suit someone who wants to use their IT skills and experience to make a meaningful contribution to a community-focused mental health charity.

Duties and responsibilities

- Advise on data security, privacy, and safe access levels for staff and volunteers.
- Recommend and review backup and data recovery procedures.
- Provide guidance on maintaining and updating hardware and software systems.
- Offer input on the structure of digital files and document storage.
- Support problem-solving for IT issues (e.g. connectivity, file access, shared drives).
- Provide guidance on website maintenance or hosting.
- Help identify potential improvements in digital processes or tools to increase efficiency.
- Advise on basic cybersecurity measures and best practice (passwords, MFA, etc.).

Ideal Skills and Experience

- Practical knowledge of IT systems, networks, and data security.
- Experience supporting small organisations or charities with digital tools.
- Understanding of Microsoft 365, including SharePoint.
- Awareness of GDPR and good data management practices.
- Good communication skills and the ability to explain technical concepts simply.
- A collaborative approach and willingness to support a small, friendly team.
- A passion for helping local charities and communities thrive through technology.