

Volunteer role for IT Lead

Charity objective

The objective of the BCR shall be to relieve the suffering and distress of Chihuahua dogs in need of care, attention or rehoming because of ill treatment, hardship, neglect or change of circumstances.

Role Overview

This role will support the charity's IT systems, to ensure they are efficient and run smoothly and effectively to enable our volunteers to support the charity in their role.

Key Responsibilities

- **Ensure reliability of core systems:** (email, shared drives, website, CRM, communications tools)
- **Lead a small volunteer IT group:** and build proper coverage (no single points of failure)
- **Make pragmatic decisions:** about tools, configuration, and priorities
- **Maintain sensible access control:** and basic security hygiene
- **Improve systems incrementally:** without unnecessary redesign
- **Document as you go:** so others can step in easily

General skills requirements

- Has had hands-on responsibility for live IT systems in a real organisation
- Has supported or administered systems used daily by non-technical users
- Understands operational risk, dependency, and what breaks in real environments
- Can make calm decisions without overengineering solutions
- Is comfortable working in low-resource, volunteer-led environments

Desirable experience

Real-world experience and the ability to transfer that experience is more important than specific tools expertise.

- Google Workspace administration (users, permissions, shared drives, troubleshooting)
- Managing and maintaining a live WordPress site (updates, plugins, stability—not just build-and-handoff)
- Experience with forms, workflows, or lightweight CRM-style processes
- Nimvelo or similar VoIP systems (routing, setup, admin)
- Supporting non-technical users in operational environments