



User Panellist Volunteer Role Description:

Summary

Do you regularly use the internet to try to find information? If so, you could help us to make sure that our website is user-friendly and fit for purpose.

Housing Rights publishes HousingadviceNI, an online resource that aims to provide reliable independent housing advice and information to the public in Northern Ireland.

HousingadviceNI aims to increase the availability of information on housing in Northern Ireland, to help people find the answers to their own housing concerns and to prevent homelessness.

The website contains information on homelessness, housing options, renting privately and the particular housing issues that people from specific groups face. We have dedicated sections for young people, people leaving or entering prison and foreign nationals living in Northern Ireland.

When we make changes to our site, we like to talk to real users of our website to make sure that we're doing things the right way. We are seeking a number of volunteer user panellists to help us plan, implement and finesse changes. This is a perfect opportunity for people who want to help our work but need flexibility as they don't have to time to commit to a regular volunteer role.

Location

Housing Rights offices are in The Skainos Centre, 239 Newtownards Road, Belfast BT4 1AF.

Time commitment

Flexible

Tasks:

- Discussing in a group setting what you do and don't like about websites
- Making suggestions to improve usability and accessibility of Housing Rights' online offering
- Completing supervised tasks as part of user-testing processes

You should:

- Be a regular user of the internet
- Have experience using the internet to solve problems
- Have good communication and interpersonal skills
- Have the ability to give feedback constructively
- Have the ability to persuade
- Have the ability to problem-solve
- Work well as part of a team

Additional Information

You will receive an induction and relevant training in order to enable you to carry out your role. You will have a designated volunteer supervisor and out of pocket volunteer expenses will be reimbursed within Housing Rights expenses guidelines.

We are committed to developing our volunteers, so all volunteers will receive monthly supervision meetings where any training needs relevant to your role can be identified.