

# Social Media volunteer

We are looking to recruit a proactive, experienced social media volunteer to assist in the overall development of our social media strategy. We would prefer someone with experience in working across multiple social media platforms and a good knowledge of wordpress.

## What will you do?

- complete an introduction to Citizens Advice
- promote the local Citizens Advice service so that people understand what Citizens Advice does, how they can get advice, and how they could become a volunteer
- create, schedule, and post engaging social media content
- use social media, for example, Facebook, Twitter and LinkedIn to raise the profile of the local Citizens Advice
- help to build our social media presence on a variety of platforms
- upload content to our website
- manage our website using wordpress
- assist to develop our social media strategy

## What's in it for you?

- make a real difference to people's lives
- learn about a range of issues that affect our clients such as benefits, debt, employment and housing.
- build on valuable skills such as communication, listening, marketing and advertising
- increase your employability
- work with a range of different people, independently and in a team.
- have a positive impact in your community.

And we'll reimburse expenses too.



## What do you need to have?

You don't need specific qualifications or skills but you'll need to:

- have a good understanding of different social media channels
- have a good understanding of wordpress
- experience of managing social media and website content is desirable
- be friendly and approachable
- be non-judgmental and respect views, values and cultures that are different to your own
- have excellent verbal and written communication skills
- have good IT skills
- be willing to learn about and follow the Citizens Advice aims, principles and policies, including confidentiality and data protection
- be willing to undertake training in your role



## How much time do you need to give?

We can be flexible about the time spent and how often you volunteer so come and talk to us.



## Valuing inclusion

Our volunteers come from a range of backgrounds and we particularly welcome applications from disabled people, people with physical or mental health conditions, LGBT+ and non-binary people, and people from Black Asian Minority Ethnic (BAME) communities.

If you are interested in becoming a social media volunteer and would like to discuss flexibility around location, time, 'what you will do' and how we can support you please contact us.



## Contact details

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