

Social Media Volunteer Role Profile

Why volunteer for us?

Citizens Advice is here to help people whenever they need it. We deliver a much-valued service and your skills could help make a difference to those in need in Eastleigh.

Our Culture

We offer much more than a place to come to work and volunteer: we offer the chance to work with a welcoming and inclusive team and a role that can make a difference to people's lives.

Social media is a key way to reach out to our residents with key messaging. We are seeking a proactive and enthusiastic volunteer to help us to

What will you do?

- Complete an introduction to Citizens Advice and training relevant for your role
- Create engaging and compelling content for our social media
 - Schedule and post content
 - Help to share what Citizens Advice is doing with the press and radio
 - Encourage conversations between our charity and followers
 - Share your ideas for how we can improve engagement through social media with clients, funders and other local stakeholders

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 transferable skills such as communication, listening, marketing and advertising
- Increase your employability
- Work independently and as part of a friendly, supportive team
- Have a positive impact on our community

- Have fun with a great group of colleagues

And we'll reimburse travel expenses too.



What do you need to have?

You don't need specific qualifications, but you will need to:

- Be friendly, patient, approachable, and able to interact with a wide range of people
- Respect views, values and cultures that are different to your own
- Have good verbal and written communication skills
- Have good IT skills (Google Docs, Sheets & Gmail)
- Be familiar with a range of social media platforms
- Be willing to learn about and follow Citizens Advice aims and policies (including confidentiality, data protection and Equality, Diversity and Inclusion)
- Be willing to undertake training relevant to 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. This work can be done in the office or remotely, or a mixture of both.



Valuing inclusion

Our volunteers come from a range of backgrounds and we particularly welcome applications from racially minoritised people/people of colour, disabled people, people with physical or mental health conditions, LGBTQ+ and non-binary people.



Contact details

If you'd like to apply to join our team or want more information, please go to our website at [Citizens Advice Eastleigh](https://www.citizensadvice.org.uk/eastleigh/) or email us at admin@caeastleigh.org For more about our national organisation, see <https://www.citizensadvice.org.uk/about-us/>