



Job Description

POST: Marketing & Communications Volunteer

LINE MANAGER: Advice Services Manager

ROLE: Lewes District Citizens Advice is looking for a Marketing & Communications Volunteer to join our busy team. The role will be hybrid – remote and from our office in Newhaven.

We are looking for a volunteer with marketing and communications skills to help us create engaging content to be used in local print media and across our social media channels to boost our profile and increase our reach.

The successful candidate will be well organised with strong IT and copywriting skills and excellent attention to detail. Strong communication is key. You will need a flexible and enthusiastic attitude and have the ability to prioritise your own work to meet deadlines and manage the social media calendar.

We provide training in the aims and principals of our organisation, use of our internal platforms and brand guidelines amongst much more along with ongoing support within our friendly team. Social gatherings and/or whole team meetings take place most months and voluntary experience with Citizens Advice can really set you apart from your peers to boost your employability.

Our audience is threefold: beneficiaries of our charity's services, potential volunteers and funders.

As a local, independent charity we need to generate funds to operate and grow our organisation to meet the increasing demand on our advice services.

Volunteers are at the heart of our organisation and we couldn't deliver services without them. Volunteer recruitment is essential to maintain an effective team, increase our capacity and provided our much needed services in the community.

This role can be performed at one of our office locations (Newhaven, Lewes, Seaford), at home or hybrid. We ask for a time commitment of 4-6 hours per week.

COMMITMENT: 6 hours per week over 2 days

SALARY: Volunteer travel and reasonable expenses paid

THE ROLE

The main responsibilities in this role will include, but are not limited to:

- Planning, co-ordinating, and publishing engaging content across our social media platforms and producing monthly columns for local print media outlets with the aim of increasing our visibility and community engagement, advertising our services and the impact we have, encouraging volunteering and fundraising.
- Liaising and collaborating with partner organisations to ensure LDCA maximises our engagement and exposure in all communications whilst developing an excellent working relationship with our partners.
- Networking to identify new agencies to partner with where appropriate.
- Identifying innovative ways in which LDCA could develop our online presence.
- Liaising with management, staff and volunteers to ensure effective participation where required.
- Supporting the identification of needs and interests of local residents effectively.

ADMINISTRATION

- Designing and creating a range of posts and creating print ready copy for use across our social media channels, website and print media.
- Confident use of Microsoft Office applications, Canva and case management databases.
- Keep up to date with policies and procedures relevant to bureau work and undertake appropriate training.

OTHER DUTIES AND RESPONSIBILITIES

- Demonstrate commitment to the aims and policies of the Citizens Advice service.
- Abide by health and safety guidelines and share responsibility for own safety and that of colleagues.

ESSENTIAL SKILLS, EXPERIENCE & ABILITIES

- Experience and enthusiasm for working in a community setting.
- Experience in creating engaging content for a variety of audiences.
- Organisational, administrative and time management skills with the ability to prioritise and deliver quality work to deadlines.
- The ability to manage multiple projects simultaneously and work comfortably under pressure within a busy environment.
- The ability to work in partnership with a range of colleagues, individuals, organisations, and groups to support and engage the local community.
- Discretion and confidentiality – working with some of the most vulnerable in the community.
- Flexible approach and willingness to work as part of a team.
- Ability to work on own initiative, prioritise own work, meet deadlines and manage workload.

WHAT WE OFFER

- Inclusive and welcoming atmosphere
- No two days the same
- Free refreshments in our offices
- Organisation's social days out
- Reasonable expenses paid

Application process: Please submit your CV and a cover letter to servicemanager@lewesdistrictca.org.uk

For more information or to arrange an informal discussion about the role please contact servicemanager@lewesdistrictca.org.uk