**Digital & Social Media Volunteer**

**Our values:**

* **We’re Inventive –** We’re not afraid of trying new things and we change when things aren’t working.
* **We’re Generous –** We work together, sharing knowledgeand respect everyone.
* **We’re responsible –** We remember that we work for a charity therefore we make sure to use our resources effectively and keep our promises.

**About us:**

* We are a **local** and part of a **national** network.
* **We’re here for everyone** – whatever your circumstances, we provide advice without judgement.
* **We’re listened to** – Our trusted brand and the quality of our research means we can make a real difference

|  |  |
| --- | --- |
| **Job title:** | Digital and Social Media Volunteer |
| **Reporting to:** | Youth Services Manager |
| **Salary:** | Volunteer/Expenses paid |
| **Hours of work:** | 3-4 hours per week – flexibility to split hours across the week/hybrid working |
| **Location:** | Walton on Thames office |
| **Main Duties and responsibilities:** | * Development and promotion of digital marketing resources that promote Citizens Advice and increase access to encourage 16-24 year old engagement and raise awareness as part of supporting the youth services manager. * Tracking of social media success using data analytics and presenting evidence of work completed. * Drive 16-24 year old engagements into accessing digital CA advice services and volunteering. * To assist with the virtual youth forum/Taking opinions from target groups both in person and digitally. * Digitally survey young people to get their input on service development. * Prepare resources for the awareness sessions across the borough. * Capturing the voice and feedback from 16-24 year olds in Elmbridge, to promote and ensure the continuation of the 16-24 project. |
| **Training and Development:** | * Citizens Advice Training Modules * Facilitation and Presentation Skills * Identifying personal development training needs * Introduction to the CAEW digital services/social media accounts |
| **How to Apply** | If you are interested in this voluntary role, please submit your CV and a brief statement of interest to [enquiries@caew.org.uk](mailto:enquiries@caew.org.uk) Applications will be accepted on a rolling basis until the position is filled. |

**A blue and black logo

Description automatically generated**

**Citizens Advice Elmbridge (West)**

Our office is a welcoming and friendly environment which helps thousands of people every year with issues including housing, debts, benefits and employment. We are an expanding local charity with 28 staff members working alongside over 40 volunteers to provide advice across Elmbridge West.

This is an exciting opportunity to join our growing team and influence change and improvements across the organization.

**We are seeking someone who is:**

* Passionate about giving an effective service to those most in need and is not afraid to drive change and improvement.
* Developed personal skills – being friendly, approachable, good listener, non-judgmental and a team player.
* Strong IT skills – Microsoft, Word, Excel and PowerPoint.
* Good Communication and research skills – analysing and interpreting information.
* Ability to produce and present reports.
* Able to engage with young people in a community.
* Self-motivation and dedication to training and improvement.
* Understanding and interest in the creation of material for social media.

**What we give our staff and volunteers:**

* Fantastic opportunities to launch and develop careers in the voluntary sector.
* Developing a wealth of useful knowledge, skills and experience.
* Excellent training opportunities
* Experience in an organization which is committed to its employees and volunteers, valuing their knowledge, well-being, creativity and flexibility.
* A chance to work with amazing people within a nationally recognized charity.
* You will thrive in a busy environment and have a positive ‘can do’ attitude.
* Great experience to add to future CVs and applications.
* You will learn a lot of transferrable skills.