



**Rotherham
& District**

Volunteer - IT, Web and Social Media Support

Our home based Web and Social Media volunteers will provide IT support, Maintain and update our local website, whilst promoting our service with the use of social media and marketing materials to ensure we are able to engage and communicate with the wider community, highlighting the services and support our local office is able to offer. You will receive a full induction and training and once you start delivering your role you will be fully supported and supervised.



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, LGBTQIA+, and people from Black Asian Minority Ethnic (BAME) communities.



Role purpose:

We are seeking volunteers to provide high quality digital, IT and Social Media skills to promote and engage with the wider community to highlight the advice and support we are able to offer to our clients. In addition you will provide digital and IT support to the team. Inductions and relevant training will be given to the volunteers who can demonstrate a passion for making a difference to the local community and with the necessary digital, marketing and social media skills required for this role.



What we ask of you:

To volunteer for a minimum of 4 hours per week Mon- Fri 9am-5pm for at least 12

months (this can be flexible and spread across the week). We do have other volunteer opportunities including advice and non advice roles - please ask for more details if these are of interest to you.



What you'll do:

- Promote the local Citizens Advice service so that the people understand what Citizens Advice does and how they can get advice, and how they could become a volunteer
- Create leaflets and posters to promote the service, or use existing materials
- Use social media, for example, Facebook and Twitter to raise the profile of the local Citizens Advice
- Help to share what local Citizens Advice does with your local press or radio station
- Write information for the local Citizens Advice website or newsletter
- Talk to clients or volunteers about their experiences
- Help arrange a talk or event to promote the local Citizens Advice to others
- Help staff and volunteers with day to day IT issues, for example, trouble logging on to their computer, connecting to wi-fi, finding files
- Write instructions about how to do basic IT tasks to help volunteers and staff
- Deliver one to one or group training about using particular software, such as Microsoft spreadsheets or Google docs
- Help update the local Citizens Advice website
- Work within agreed CARD systems and procedures.
- Refer more complex problems or non-routine requests to other technical support staff, national Citizens Advice IT Service Desk or IT company used by the local Citizens Advice office



We need you to:

- Have excellent communication skills.
- Have excellent digital, social media and marketing skills.
- Have good written English.
- Have excellent attention to detail
- Be open, approachable and non-judgemental.
- To be committed and passionate about making a difference to people's lives

- 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
- Be friendly, patient and approachable
- Respect views, values and cultures that are different to your own



What will you get out of it?

- Build on valuable skills such as communication, listening, marketing and advertising
- Build on and develop skills, in particular IT and communication
- Increase your employability
- Have a positive impact on someone else's experience of volunteering with the local Citizens Advice
- Increase your employability
- Work with a range of different people, independently and in a team.
- Have a positive impact in your community.
- Contribute to the smooth running of the advice service which makes a real difference to peoples' lives
- We believe that the invaluable work we do comes from looking after our staff and volunteers so that they in turn have the energy and passion to do the best possible job for our clients.
- You will join a service committed to its values of being Generous, Responsible and Innovative, with a commitment to making a difference to the lives of our community.
- Our volunteer roles are rewarding and our volunteers benefit from their experience of working with us whether it is to meet new people, help people with the problems they face, make a difference to people's lives or gain new skills.
- As a volunteer you'll receive a full induction and training, as well as support and supervision throughout your time volunteering with us, and opportunities for development.
- We will support you with any IT needs in order for you to volunteer remotely from home.
- By volunteering with Citizens Advice Rotherham you will make a real difference to people's lives and have a positive impact on your community.



Interested?

Find out more on our website:

<http://www.citizensadvicerotherham.org.uk/volunteering/>

Or email:

volunteer@citizensadvicerotherham.org.uk