



**Rotherham
& District**

Volunteer - IT, Web and Social Media Support

Help us grow our digital presence and support our team from home! As an IT, Web and Social Media volunteer, you will provide vital technical support and help manage our online platforms. You will receive a full induction and comprehensive training to prepare you for the role. Once you begin, you will be fully supported and supervised to ensure you feel confident in highlighting the services our local office offers.



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. In addition, you will provide digital and IT support to the team. Inductions and relevant training will be given to volunteers who can demonstrate a passion for making a difference to the local community and possess 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, 9 am–5 pm) for at least 12 months (this can be flexible and spread across the week). We will provide the necessary IT support to enable you to work remotely.



What you'll do:

As an IT, Web and Social Media Volunteer, your core activities will include:

- Promoting the local Citizens Advice service so that people understand what we do and how they can access our help.
- Maintaining and updating the local website to ensure all information remains accurate, accessible, and up-to-date.
- Creating engaging content for social media (e.g., Facebook, X/Twitter) to reach different parts of the community.
- Conducting case studies or interviews with clients and volunteers to create impactful content that highlights the difference our service makes.
- Monitoring social media for mentions of our service and identifying opportunities for engagement.
- Using design tools (such as Canva) or marketing software to create professional digital assets.
- Working closely with our Fundraising and Communications Officer to ensure all digital activity aligns with our wider goals.



We need you to:

- Have excellent communication skills.
- Have strong digital, social media, and marketing skills.
- Have good written English with a creative flair for storytelling.
- Have excellent attention to detail.
- Be open, approachable, and non-judgemental.
- 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 specific to your role.
- Be friendly, patient, and approachable when helping others with technical issues.
- Respect views, values, and cultures that are different from your own.



What will you get out of it?

- Enhance your technical and creative portfolio by managing professional platforms.
- Increase your employability by gaining hands-on experience in IT support and digital

marketing.

- Work with a range of professional people, both independently and as part of a team.
- Have a positive impact on your community by ensuring our advice is visible to those who need it most.
- Receive a structured induction, ongoing training, and consistent professional supervision.



Interested?

Find out more on our website:

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

Or email:

volunteer@citizensadvicerotherham.org.uk