



## **Social Media Volunteer Role description**

### **Purpose of the role**

To promote and be involved in all research and campaign activities at Citizens Advice Brighton and Hove.

To help manage Brighton and Hove Citizens Advice's social media channels and raise awareness of the services provided to the community.

### **Location of the role**

The Research and Campaigns team generally works and meets remotely, though there are spaces in our offices in Hove to meet and work together when agreed.

The Research and Campaign team stays in touch throughout the week in online channels including Zoom, Google Meet and email. They meet biweekly to discuss and plan actions.

The role is very flexible and suits people who work well within a team and who can work independently

### **What will you do?**

- Complete an introduction to Citizens Advice Brighton and Hove
- Promote Citizens Advice Brighton and Hove services so that our community can understand what we do and how they can get advice
- Help the Research and Campaigns team manage Citizens Advice Brighton and Hove's social media channels (i.e. Instagram, X/twitter, Facebook and LinkedIn). This includes: creating post content and infographics, scheduling posts accordingly and monitoring national Citizens Advice social media content



**What's in it for you?**

- Learn about a range of issues that affect our clients such as benefits, debt, employment and housing.
- Build on valuable skills such as communication, listening, marketing and advertising
- Increase your employability
- Work with a range of different people, independently and in a team.
- Have a positive impact on your community.



### **What do you need to have?**

You don't need specific qualifications or skills but you'll need to:

- Be non-judgmental and respect views, values and cultures that are different to your own
- Have excellent verbal and written communication skills
- Have good IT skills
- Be willing to learn about and follow the Citizens Advice's aims, principles and policies, including confidentiality and data protection
- Have some knowledge of social media and how to use them
- Be creative and a self-starter



### **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. However for this role we would ask you to be able to volunteer at least a couple of hours per week.



### **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, LGBT+ and non-binary people, and people from Black Asian Minority Ethnic (BAME) communities.

If you are interested in joining our Research and Campaigns team as a Social Media volunteer and would like to discuss the role further please contact us.

**Contact details**

Email: [recruitment@cabrightonhove.org](mailto:recruitment@cabrightonhove.org)