

Online Community Engagement Volunteer

Role purpose

Championing the impact of the work we do at Citizens Advice Westminster through our digital platforms to grow our online community and inspire community supporters.

What will you do?

- Bring the work we do to life by telling stories from our frontline services through case studies and creative content for our different social media channels and website
- Use our digital platforms to connect with those in need of our service and help them reach us
- Maintain a consistent digital presence through regular and engaging social media posts and website updates
- Work with staff and volunteers across the service to develop innovative ideas for new content
- Engage with comments and messages, where appropriate
- Evaluate the impact of social media posts and website content and prepare reports as needed
- Help us promote community fundraising initiatives
- Occasional in person community engagement activities

What's helpful for this role?

We are looking for volunteers who:

- Have good verbal and written communication skills
- Comfortable with the use of digital technology, particularly social media
- Ideally have Canva and simple video making experience
- Ideally have local knowledge of Westminster borough
- Ideally have awareness of social issues, both at local and national level
- Are friendly, non-judgmental and respect views, values and cultures that are different to their own
- Are willing to learn about and follow the Citizens Advice aims,

	principles and policies, including confidentiality and data protection • Are willing to undertake training for the role <i>Candidates who speak a community language (e.g. Arabic, French, Spanish) and/or have experience in the charity sector are welcome, but these are not essentials for the role.</i>
What's in it for you?	• Make a real difference to people's lives • Use and develop your existing social media skills on Twitter, Facebook, LinkedIn & WhatsApp to do something worthwhile • Gain new skills and knowledge, and build experience for employment • Improve your health, wellbeing, confidence and self-esteem • Meet new people from a range of backgrounds and ages • Get to know and give something back to the local community • Join our lovely and welcoming team! • Opportunities to progress into other volunteer positions
Time	We hope you can volunteer for 5 hours per week for a minimum of 6 months. This can be done Monday to Fridays between 9am to 5pm. Whilst prior experience is welcomed, training is provided for this role. The duration of training for this role is usually 2 weeks, but we can tailor it to suit your experience and circumstances. The training is blended online and in person. During your training period you will be supported by our Head of Business Support.
Location	You will be joining our team at our local office based in The Stowe Centre, 258 Harrow Road, London W2 5ES. You will also have the opportunity to visit our outreach hubs, as well as volunteering from home. We'll reimburse reasonable travel expenses too.
Additional information	The minimum age for this role is 18 years. Citizens Advice is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults . All volunteers are expected to share this commitment.

As part of our safer recruitment process, successful applicants will be asked to self-disclose criminal convictions. We also ask for ID and details of referees. If you'd like to talk through any of the checks before applying, please get in touch.



Valuing inclusion

Equity, Diversity and Inclusion (EDI) is really important to us and integral to all we do. We want to build diverse and inclusive teams, where everyone is welcome and everyone feels like they belong. To be the people's champion we must reflect the people we serve. We particularly welcome applications from people we would like to see better represented in our teams - people of colour, LGBTQ+ people and disabled people.



Apply now

You can apply online using [this form](#).

Once you apply, we'll take a close look at your application and get in touch. If we can move your application forward we will ask you to provide us with examples of social media content you have worked on.

Successful applicants will be invited to an interview.

*If you'd like to speak to someone about this role, please contact our **Volunteer Coordinator** at volunteering@westminstercab.org.uk.*

We are



The people's champion.