

Communications volunteer



Role description

The Communications Volunteer will write and coordinate our external communications.

This includes CAW's regular newsletter, stories and general information on our website, and campaign and research pieces. You will work alongside both our Research and Campaigns volunteers and key staff members.

- Work closely with our advice, partnership and community outreach team members to identify stories, case studies, advice and volunteering opportunities to promote
- Have the opportunity to write a regular newsletter for community partners and stakeholders to promote the work of Citizens Advice Westminster
- Produce short copy to promote our services for a variety of sources including our website and social media
- Explore and pilot new ways to promote our services to Westminster residents who currently don't use our services, including through digital media
- Work with the Social Policy, Fundraising and Digital Media team to create high quality written content for campaigns and promotional materials
- Contribute to fundraising efforts by producing copy for general appeals, individual and group emails and our website
- Proofread and edit copy produced by others when requested

Skills, experience and time commitment

- Enthusiasm and commitment to work alongside a motivated team providing advice and information for residents across Westminster
- Excellent writing, communication and "people" skills
- Experience in writing informative, persuasive or neutral content depending on the purpose of and audience for the communication
- Self-motivation and the ability to work independently
- IT skills necessary to support research across numerous existing Citizens Advice databases and platforms

- Knowledge and experience of marketing and communications which is transferrable to Citizens Advice
- Experience with digital media, layout/design, creating presentations and/or fundraising would be advantageous but are not essential for this role

Ability to commit 1 or 2 days a week to the role on a regular basis; location is flexible but it is helpful to be able to come to CAW at least a couple of times each month and to participate in Advice Forums and other regular activities as these provide useful insights into our work and our clients' experiences

WHAT WE OFFER YOU

- Our Head of People Development and Volunteering will support you as you join CAW and ensure that you get any training that you might need
- You will join a positive, supportive and friendly team of volunteers and paid staff
- All our volunteers are an integral part of our team. You are invited to attend regular trainings, to join social events and to support group activities
- Your line manager will provide regular individual meetings and support
- You will have access to national Citizens Advice e-learning, networks and resources.
- It is CAW policy that volunteers should get out-of-pocket expenses.

WHAT ELSE YOU NEED TO KNOW

Equal opportunities

Citizens Advice Westminster is committed to equal opportunities, and all staff and volunteers are expected to share this commitment. This means actively opposing all forms of discrimination and ensuring that the service is equally available to all people.

Confidentiality

Everything that you see and hear in the organisation is private. All staff and volunteers must sign an agreement to observe a strict rule of confidentiality before they begin their role.

How to apply

You will need to complete [the online application form](#). If successful we will invite you for an informal interview where we will discuss your role, interests, and skills.

What happens after I have filled in the application form?

Your application will be reviewed by the Head of People Development and Volunteering who will contact you for a conversation about your interest in volunteering at CAW. You may be asked to undertake a basic skills assessment and participate in an interview. The process will be friendly and supportive!

If you have any questions about the volunteer roles prior to completing your application please contact volunteering@westminstercab.org.uk