

Role Descriptions and Person Specification – Community Engagement Assistant

Hours: 6 hours per week but flexible

Location: Bishop's Stortford or Hertford but very flexible

Report to: Chief Executive and the Volunteer Research and Campaigns Co-ordinator

Context of role: Citizens Advice East Herts covers a wide geographical area and sees a large number of clients (5000 last year). Its workforce is mainly volunteer staff but it also employs some paid part time staff. We have also a significant number of partners, funders and supporters. We have an active Research and Campaigns team and want to tell more local residents and stakeholders about our work.

Ideally the Community Engagement Assistant will volunteer in one of our offices for 6 hours per week but this can be very flexible. We would consider volunteering from home, term time only or in university holidays. If you are at all interested just get in touch for a chat.

Role purpose: This role will support the Chief Executive and the Volunteer Research and Campaigns Co-ordinator in promoting our work to clients, local residents, funders and stakeholders.

Role description

Duties and responsibilities include:

- Communicate Research and Campaigns activities and news stories internally to staff, volunteers and trustees.
- Publicise and promote the Research and Campaigns work externally to partners, funders, supporters and local residents using our website, social media (training provided) and by attending local events.
- Develop and enhance links with the local media.
- Ensure that the Research and Campaigns website pages are up to date (training provided).

Personal Skills and Qualities

- Understanding of, and commitment to, the aims and principles of Citizens Advice and its equality and diversity policies.
- Excellent verbal and written communication skills.
- Experience of previous media, communication or publicity work desirable.
- Good IT skills, with experience of using social media desirable.
- Ability to be self-motivated but also to work as part of a team.
- Friendly and approachable.
- Able to communicate with people at all levels.
- Ability to manage time effectively.