

Role Descriptions and Person Specification – Design and Publicity Assistant

Hours: 6 hours per week but very flexible

Location: Hertford or Bishop's Stortford but very flexible

Report to: Office Manager

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. It is essential that we inform clients, local residents and stakeholders about our work and how to access our services.

Ideally the Design and Publicity 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 Office Managers and management team in designing publicity materials.

Role description

Duties and responsibilities include:

- Design information and publicity materials such as leaflets, posters, surveys, presentations, signage and web materials in line with the national Citizens Advice brand guidelines.
- Assist the Chief Exec with the writing and layout of the annual report, other publications and presentations.
- Assist the Chief Exec with ensuring the website is up to date and social media.

Personal Skills and Qualities

- Understanding of, and commitment to, the aims and principles of Citizens Advice and its equality and diversity policies.
- Ability to create visual and effective publicity materials.
- Excellent IT skills, with experience of using social media desirable.
- Experience of previous design, communication or publicity work desirable.
- Good communication skills.
- Ability to be self-motivated but also to work as part of a team.
- Friendly and approachable.
- Ability to manage time effectively.