

Role Descriptions and Person Specification – Digital Media Assistant

Hours: 6 hours per week but flexible

Location: Hertford or Bishop's Stortford but very flexible

Report to: Chief Executive

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 Digital Media 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 with digital media and online communication.

Role description

Duties and responsibilities include:

- Ensure that our website is up to date, engaging and relevant.
- Engage with stakeholders using social media particularly Twitter.
- Introduce new methods of communicating internally with staff, volunteers and trustees.

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.
- Good design skills.
- Good IT skills, with experience of using social media.
- Previous experience of 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.