**Public Relations and Communications Officer**



**What will you do?**

* Complete an Introduction to Citizens Advice
* Ensure the website, social media and traditional marketing channels are fully utilised to raise awareness of the service
* Utilise the same channels to promote volunteering opportunities
* Also use to raise awareness of issues within Hart
* Organise events to promote our service and volunteering opportunities
* Collaborate with other community groups to provide an holistic offering of help, guidance and support.
* Attend events to promote the service and volunteering opportunities.



**What’s in it for you?**

* build on and develop skills
* increase your employability
* have a positive impact on someone else’s experience of volunteering with the local Citizens Advice
* meet people and build relationships with other volunteers
* contribute to the smooth running of the advice service which makes a real difference to peoples’ lives

And we will reimburse expenses too.



**What do you need to have?**

You do not need specific qualifications or skills, but you will need to:

* be friendly, patient and approachable
* respect views, values and cultures that are different to your own
* have good verbal and written communication skills
* have good IT skills
* be willing to learn about and follow the Citizens Advice aims, principles and policies, including confidentiality and data protection
* be willing to undertake training in your role



**How much time do you need to give?**

We can be flexible about the time spent and how often you volunteer so come and talk to us. It is expected the role will fill up to 2 days per week.

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**Where will you be based?**

The role can be based in the office at Fleet or can be delivered remotely. It is expected that the role will include visiting other locations as part of the awareness raising and promotion of the service.



**Valuing inclusion**

Our volunteers come from a range of backgrounds and we particularly welcome applications from disabled people, people with physical or mental health conditions, LGBT+ and non-binary people, and people from Black Asian Minority Ethnic (BAME) communities.



**Contact details**

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**Citizensadvicehart.org.uk/get-involved/volunteering**