



Volunteer Role Description:

Social Media Manager/Co-ordinator

Role Title: Social Media Representative (Volunteer)

Purpose of the Role:

To support the organisation by creating, scheduling, and sharing engaging content across our social media platforms. This role helps raise awareness of our work, promotes events and initiatives, and strengthens our connection with the community.

Key Responsibilities:

- Create clear, engaging posts for platforms such as Facebook and Instagram
- Help maintain a consistent posting schedule.
- Share updates on projects, events, fundraising activities, and volunteer opportunities.
- Work with staff to ensure information shared is accurate and appropriate.
- Respond to comments and messages in a friendly and professional manner (if agreed with staff).
- Assist with taking photos or short videos at events (if comfortable).
- Maintain confidentiality and uphold organisational values in all communications.
- Working with the Website Volunteer to coordinate content between platforms

Skills and Qualities Needed:

- Confidence using social media platforms.
- Good written communication skills.
- Creative eye for design, photos, or storytelling.

- Reliable and able to work independently.
- Respectful, inclusive, and sensitive to the needs of people from diverse backgrounds.
- Ability to maintain confidentiality and follow guidance from staff.

Time Commitment:

Flexible. Ideally 2–4 hours per week, depending on activity.

Location:

Remote and/or at the organisation's premises, depending on tasks or events.

What We Offer:

- Support and guidance from staff.
- Opportunity to develop digital communication and content creation skills.
- Experience in a community-focused environment.
- Chance to contribute to meaningful work supporting people in need.

Reporting To:

Volunteer Coordinator - Ellen Pearce

Office Manager - Jennie Watts

Director - Warren Lee

Additional Information:

- Volunteers must follow the organisation's safeguarding, confidentiality, and social media policies.
- Training can be provided where needed.