

Digital Marketing & Communications Volunteer



What will you do?

- Help manage and grow CASWS's digital presence across platforms such as Instagram, Facebook, LinkedIn and X
- Create engaging written and visual content to promote advice services, volunteering, campaigns and fundraising
- Contribute to content updates on our website and support the development of digital newsletters
- Ensure branding is consistent across all our digital communications
- Collaborate with staff and volunteers to promote events, awareness weeks and community partnerships

Some examples of what you could do:

- Support a brand refresh by reviewing and updating social media profiles
- Design social media graphics using Canva for a fundraising campaign
- Schedule posts as per our social media calendar
- Write a short blog post about a recent event or volunteer story
- Analyse audience engagement and help improve our digital content strategy
- Write an article for the newsletter
- Arrange a social event such as a walk or afternoon tea



What's in it for you?

- Use and grow your digital marketing, content creation and communications skills
- Contribute to a charity that helps thousands of people each year
- Be part of a friendly, purpose-driven team
- Gain experience relevant to a career in digital communications, charity marketing, or community engagement

And we'll reimburse expenses too.



What do you need to have?

You don't need specific qualifications, but it helps if you:

- Are confident using social media platforms (Instagram, Facebook, LinkedIn, X)
- Have strong written communication skills and a creative eye for visuals
- Have some experience with design tools like Canva or scheduling tools like Buffer or Meta Business Suite
- Are friendly, enthusiastic and organised
- Are non-judgmental and respect values and cultures different from your own
- Are willing to learn about and follow Citizens Advice policies, including confidentiality and data protection
- Are open to learning and working as part of a team



How much time do you need to give?

We're flexible. You might offer a few hours a week or help on a project-by-project basis. This role can mostly be done remotely, with occasional meetings or visits to Guildford or Godalming if you're local.

Let us know what works for you – we're happy to chat.



Valuing inclusion

Our volunteers come from a range of backgrounds and we particularly welcome applications from racially minoritised people/people of colour, disabled people, people with physical or mental health conditions, LGBTQ+ and non-binary people.

If you are interested in becoming a volunteer and would like to discuss flexibility around location, time, 'what you will do' and how we can support you please contact us.



Contact details

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Citizens Advice South West Surrey provides a free, independent and impartial advice service to the local community and last year helped around 8,000 people with over 31,000 issues. As well as helping people with the individual issues we also campaign for policy change at both a local and national level.

www.casws.org.uk