

## Communications Assistant Role Description

### Summary

Communications Assistant volunteers help us get our key messages out to existing and prospective individual and business members, using email, social media and potentially helping to design leaflets, presentations etc.

### Outline of volunteer commitment sought

- A regular commitment to assist in the office - but flexibly to fit around your other commitments of course
- To let us know as early as possible if you can't do something you had committed to
- To maintain a record of the time you spend volunteering
- To operate within our policies, in particular with regard to equality and diversity, health and safety and data protection. Failure to operate within our policies will mean we have to end the volunteer agreement with you.

### Key activities

- Monitoring social media and responding as required
- Helping to devise ways of communicating key messages through writing copy for website, social media and email
- Using scheduling app to create regular tweets and Facebook posts
- Using databases and Mailchimp to prepare e-mailshots
- Updating databases as necessary
- Assisting with the design of printed materials, presentations etc.

### Our commitments to you

- We will reimburse your travel costs and/or cover lunch costs to a maximum of £5 per day when working a full day
- We will train you and ensure you are suitable for the role
- We will ensure you have the support you need to undertake your role
- We will be flexible in our approach, giving you scope to develop your role and take on more responsibility in line with your commitment and skills, or scaling back or terminating your volunteer agreement if the role doesn't work out.
- We will provide references for you

### Qualities and skills needed for this role

- Excellent communication skills
- Strong social media skills
- Understanding of concepts such as brand and tone of voice
- Strong IT skills, e.g. email, databases, scheduling apps
- Committed to the values and aims of the Bristol Pound