

## ROLE DESCRIPTION

Title	Communications Volunteer
Location	Housing Matters office, Easton. Option for remote working.
Hours	7 hours weekly. This could be a whole day or two half days across Tuesday to Friday.

### Context

Established in 1965, Housing Matters is a specialist housing advice, support, and advocacy charity in Bristol.

We believe quality housing is a human right. We're here to give anyone in and around Bristol the knowledge and support they need to live in safe, secure homes.

We provide clients with specialist advice, practical support, and legal advocacy. We have a strong focus on homelessness prevention, especially in areas of high socio-economic deprivation.

### Our vision

Our vision is a society where everyone has a place they're happy to call home.

### Our mission

We are experts in housing advice, support, and advocacy, here to help the people of Bristol and beyond navigate the path to a safe and secure home. We aim to find unique, long-term solutions for our clients, whatever their needs.

### Our values

People First – Informed – Dedicated – Inclusive – Resourceful

### The role

We run various communications projects throughout the year (e.g., Annual Impact Report, e-bulletins, service promotional projects) so we are looking for someone who is flexible and keen to get 'stuck in'.

You will be supporting the Communications and Fundraising Officer in multiple areas of communications. They will be coaching and supervising you and will be your main point of contact.

## About you

This role is ideal for someone who wants to gain work experience in communications within the charity sector. Or perhaps you have previous experience in a related field and are looking to share your time and skills with a charity.

## Key responsibilities

- Writing engaging and accessible social media posts;
- Scheduling social media posts using Buffer;
- Using Canva/Adobe Express to create social media assets and promotional flyers;
- Updating our WordPress website;
- Assisting with writing case studies;
- Liaising with partners and other community organisations to help promote our services;
- Learning and implementing our brand guidelines, including our tone-of-voice guidelines.

## Person specification

- Excellent skills in written English;
- Motivated to learn new skills;
- Ability to quickly learn new digital systems (e.g., MailChimp, WordPress, Canva);
- Ability to be open to and implement constructive feedback;
- Punctual, organised, strong attention to detail;
- A great team player;
- Some experience of communications desirable but not necessary;
- Compassionate to the cause of homelessness and housing stress.