

JOB DESCRIPTION

Job Title:	Communications Volunteer
Service / Department:	Communications Team
Reports To:	Communications Manager
Responsible For:	n/a
DBS Check:	Not eligible

Job Purpose:

At Salvation Army Homes, we are dedicated to providing comprehensive, good quality housing services, support and resettlement.

We are seeking an enthusiastic Communications Volunteer to support our Communications Team. This unpaid, entry-level role offers an excellent opportunity to gain experience in social housing communications. The volunteer will assist in creating and repurposing content from resident stories for use across social media, our website, and internal channels. Additionally, responsibilities include managing photo libraries and performing other administrative tasks related to communications.

The role requires in-office attendance at least twice a month..

Main Duties and Responsibilities:

- Support the development and implementation of our social media strategy across Content Creation: Develop engaging content from resident stories for distribution across social media platforms, the company website, and internal communications.
 - Photo Library Management: Organise and maintain the organisation's photo libraries, ensuring easy access and proper categorisation.
 - Administrative Support: Assist with various communications-related administrative tasks as needed. Support the communications team in repurposing resident stories for various channels (e.g. website, newsletter, annual report).
- Assist with organising community events and potentially attend to help gather content and resident feedback.

Related Activities:

- Participate in essential training, role related training and to work in accordance with relevant Salvation Army Homes' regulations including, for example the Code of Conduct, Equality, Diversity and Inclusion, Safeguarding, Health and Safety and Information Security.
- Fulfil the role by being adaptable and flexible to the overall activity that is necessary to be successful and effective.
- Fully align with Salvation Army Homes' values and behaviours and to adopt an 'advantaged thinking' perspective through language, conduct and behaviour.

PERSON SPECIFICATION

Aptitudes and Abilities:

- Good written and verbal communication skills
- Familiarity with major social media platforms
- Creative mindset and enthusiasm for engaging content
- Ability to interact with diverse groups of people
- Ability to work as part of a team and follow instructions
- Ability to use a computer, e.g. Microsoft packages and capacity to successfully navigate support packages used by Salvation Army Homes

Experience and Interests:

- Interest in photography and video (desirable but not essential)

Values and Behaviours:

To be successful in this job you need to be fully aligned with our values and behaviours, along with working as part of #OneTeam, helping Salvation Army Homes achieve our mission. Our values and behaviours mean a lot to us. They help define how we should all work, what we're here for and this helps us to stand out from other providers and employers.

S

Servant Leadership – we help people thrive

Have we given our audience everything they need to succeed in their next step?

P

Passion – we love our work

Have we spoken boldly and with confidence?
Have we spoken out rather than stayed silent?

I

Inclusion – this is a team effort

Have we kept our communication simple and to the point? Have we used clear, accessible English?

R

Respect – we show respect for all

Have we given our audience credit for their intelligence? Have we advocated for our residents?

E

Empowerment – we have trust

Have we given the right context to our message?
Has our communication been story-driven?