



## Volunteer Role Description

<b>Role Title:</b>	Comms Support Volunteer
<b>Department:</b>	Communications
<b>Reports to:</b>	Communications and Research Manager
<b>Location:</b>	Mixed – some remote, some at our Head Office in Brixton

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### Overall Aim

Housing for Women (H4W) is a charity and a housing provider with a mission to empower women and challenge inequality. We support women through affordable housing, help women and children escaping domestic abuse, survivors of trafficking, women leaving prison and older women.

We are recruiting a reliable and self-motivated volunteer to support our Communications and Research Manager with a general comms portfolio which would include internal comms, website maintenance and design, and press relations.

This role would suit a resourceful and analytical person with good writing skills, a non-judgemental approach and good customer service skills. If you are looking to make a real change in the lives of women in a supportive and constructive environment, this is the perfect opportunity for you! We will provide relevant training and help you to identify career development opportunities.

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### Key Responsibilities

#### Website

Responsibilities as agreed with Communications and Research Manager from the following:

- ✓ Support the development and implementation of an internal communications strategy that aligns with H4W's goals and values.
- ✓ Create and distribute internal news, memos, and updates to keep staff informed and engaged.
- ✓ Monitor and evaluate the effectiveness of internal communication channels and suggest enhancements as needed.
- ✓ Assist in developing content for internal platforms (Yammer), emails, and bulletin boards.
- ✓ Identify and document issues with the website such as broken links, outdated content, and design inconsistencies.
- ✓ Collaborate with the communication manager and IT team to prioritise and address identified issues.
- ✓ Implement updates and changes to improve website functionality, user experience, and overall performance.
- ✓ Ensure the website is mobile-friendly and accessible to all users.
- ✓ Monitor website analytics to assess the impact of changes and make data-driven recommendations for further improvements.
- ✓ Stay informed about best practices and trends in web design and development to ensure the website remains current and effective.

- ✓ Draft press releases, to be confirmed by the Comms and Research Manager, and send out to H4W press channels.
- ✓ Help develop and maintain press contacts on behalf of the H4W Comms Team.
- ✓ Be aware of Comms calendar and develop appropriate press material in support of wider H4W periodic messaging.

**Other**

- ✓ To attend supervision as and when required,
- ✓ To act in accordance with the aims of Housing for Women,
- ✓ To promote and implement Housing for Women’s Equal Opportunities Policy and other policies adopted by the Board.

**Availability**

We are looking for someone who can spend around 8-10 hours per week.

We are flexible with the days and hours as this is a remotely based role, but the volunteer is expected to be able to attend occasional pre-arranged virtual meetings during regular working hours.

**Benefits of Volunteering with Us**

This is a great opportunity for somebody with a keen interest in supporting women and who is looking to put into practice their social skills. Some additional benefits are:

- ✓ Experience of working in a supportive and professional environment
- ✓ Full induction, support and supervision
- ✓ Opportunity to develop new skills
- ✓ Relevant training opportunities (i.e. CMS, Media Channels, Data Protection, etc.)

**Additional Information**

- ✓ Core training and induction will be provided prior commencing the role
- ✓ We reimburse genuine out of pocket travel expenses (London zones 1- 6) to and from the place of work and up to £5 for lunch expenses

We welcome applications from people of all backgrounds and sections of the community and we particularly encourage applications from senior citizens, ex-offenders, LGBTQ+ people and Black, Asian and Minority Ethnic (BAME) candidates as they are currently under-represented in our Volunteering Programme.

**Role Experience, Knowledge and Skills Profile**

<b>Experience and Knowledge</b>	<ul style="list-style-type: none"> <li>· Computer literate and confident in the use of Microsoft applications and Social Media Channels (MS Office, Outlook, LinkedIn, Facebook, Instagram, etc)</li> <li>· Some experience in communications will also be advantageous but not essential</li> <li>· Familiarity with website management and content management systems (CMS), such as WordPress, Joomla, or Drupal.</li> </ul>
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For more information, please contact **Chryssy Hunter – Volunteer Coordinator**

**Email:** [volunteer4us@h4w.co.uk](mailto:volunteer4us@h4w.co.uk) **Phone:** 0207 7944 804

To apply, please complete this [Volunteer Application Form](#)

	<ul style="list-style-type: none"> <li>· Basic understanding of web design principles and SEO best practices.</li> <li>· Experience with website analytics tools (e.g., Google Analytics) is a plus.</li> </ul>
<b>Skills</b>	<ul style="list-style-type: none"> <li>· Excellent written and verbal communication skills, with high attention to detail</li> <li>· Enthusiasm and passion for creating content and social media</li> <li>· Reliable and self-motivated, able to take initiative</li> <li>· Strong problem-solving skills and attention to detail.</li> </ul>
<b>Personal Style and Behaviour</b>	<ul style="list-style-type: none"> <li>· Good independent worker as well as a team player</li> <li>· Reliable and flexible and able to think on their feet</li> <li>· Ability to work independently and manage multiple tasks efficiently.</li> </ul>
<b>Other Requirements</b>	<ul style="list-style-type: none"> <li>· Personal commitment to the corporate values, vision and objectives of Housing for Women's culture of continuous service improvement</li> <li>· A keen interest in Gender Equality</li> <li>· Evidenced commitment to equality and diversity</li> </ul>

### **Other Conditions**

<b>All candidates must agree to:</b>	<ul style="list-style-type: none"> <li>· A DBS test – or provide your details on the update system. <i>We are committed to engaging volunteers who have been involved with the criminal justice system so please declare any convictions on the application form</i></li> <li>· Provide the names of two referees</li> <li>· Proof of the right to volunteer in the UK</li> </ul>
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