

Communication Volunteer: role description

What we are looking for

Across East London older people want to be informed about services and activities for them, independent and safe at home, connected to one another and the digital world, and heard on the issues that matter to them.

As Communications Volunteer you will play a vital part in promoting older people's services and issues. You could be editing newsletters and flyers, making events run smoothly, or developing engaging content for social media. You'll develop experience of communicating across a range of channels. Most importantly you'll be East London a place where older people can age better.

Why it matters

East London has some of the highest levels of loneliness across London's 33 local authorities: Tower Hamlets (3rd), Hackney (5th) and Newham (6th) (Public Health Outcomes Framework). They also have amongst the highest rates of pensioner poverty in the UK, and lowest of rates of healthy life expectancy. Age UK East London and our partners want to change this.

What you'll do

- **Digital content:** Creating engaging posts for social media, newsletters, or our website.
- **Designing materials:** Helping us make flyers, posters, or digital graphics that look great.
- **Campaigning:** Assisting with the launch of new campaigns to celebrate our impact.

Why this role is needed

Volunteers are vital to Age UK East London, we would like support in making our busy schedule of newsletters, events and raising awareness of Age UK East London's profile.

Skills and attributes needed

- Care about older people being able to age well and live independently.
- Excellent attention to detail and record-keeping.
- Competent in the use of Microsoft Office (especially Word, Excel and Outlook).
- Excellent spoken and written English.
- Initiative and the ability to work independently.
- A positive attitude to working as part of a small team.
- A commitment to equality, diversity and inclusion.

Desirable

- An interest in charitable activities.
- Experience of running or using services similar to Age UK East London's, experience of ageing or being an unpaid carer.

- Previous communications/marketing experience.

We ask our volunteers to dedicate some time each week for 3-6months. The role is office-based, and a laptop is provided. Whilst this role is unpaid, we pay agreed expenses when you are volunteering with us in the office.

Benefits

- We'll support you to develop the communications and marketing skills that you want.
- You'll have a tangible impact on older people's lives, particularly those in vulnerable situations, by raising their awareness of what Age UK East London and partners can do for them.
- Training and support: Receive full induction and ongoing training and guidance from experienced staff.
- Recognition: Be part of a supportive team, attend volunteer celebrations, and receive references or certificates for your contribution.
- Social and celebration events.
- Access to an Age UK Discount Portal.

Skills developed

- You'll have opportunities to:
 - develop your writing, research, interview skills, event, video, photography and marketing skills.
 - gain experience of communicating across a range of digital channels.
 - support development and activation of campaigns.
- **Communication Skills:** promoting age-positive and accessible communications is key to the way we work.
- **Problem-Solving and Creativity:** adaptability; encouraging new perspectives; resourcefulness.
- **Personal Growth:** self-awareness; confidence and self-esteem; resilience

Support provided

- Comprehensive induction, training, and support throughout your time with us.
- Regular supervision by a manager.
- Opportunities for peer group sessions to share experiences and grow together.
- Opportunities for additional training and personal development.
- Reimbursement of agreed expenses.

We also host an annual Volunteer Awards event where we celebrate and recognise the contribution of our volunteers.

How to apply / contact details

- **Online:** <https://www.ageuk.org.uk/eastlondon/get-involved/volunteer2/application-form/>
- **Email:** volunteering@ageukeastlondon.org.uk for more information
- **Tel:** 020 8981 7124 and ask for the Volunteer Team for more information

We will also require details of two referees and ask that you complete a DBS check (which we will arrange for you).

Volunteer Journey:

Embark on your volunteer journey with us in just a few simple steps:

Week 1	Application received
Week 2 - 3	• Arrange an interview: Our Volunteering Manager will contact you to arrange interview, either in person or via MS Teams. This is a chance for us to find out more about you and for you to learn about the role. • Undertake Disclosure and Barring Service (DBS) check, we will arrange this for you. Once it's been processed, your DBS certificate will be posted to your home address. • Provide references: We will ask you to provide two references to support your application.
Week 3 - 4	• Complete online training: You'll need to complete some online training, including Adult Safeguarding and any other relevant courses for your role. • Induction plan: We will put together an induction plan to help you settle into your role.
Week 4 – 8	• Submit your DBS certificate: Once you receive your DBS certificate, please email a clear photo or scanned copy to our Volunteer Team. If you have any questions or need help with this, please get in touch with the Volunteer Team. • • Meet your project lead/supervisor: You'll be introduced to your project lead or supervisor, who will guide you through your role. They will provide you with an induction, explain your tasks, and answer any questions you may have. Your project lead/supervisor will continue to support you while you volunteer with us. •
Ongoing	• Get started in your role: You'll begin volunteering as outlined in your role description. • Monthly volunteer catch-ups: We offer monthly group sessions via MS Teams, led by the Volunteering Manager. These sessions are a space to meet other volunteers, ask questions, share experiences, and discuss any challenges. • Ongoing support: Your line manager and the Volunteering Team are always available if you need any support or have questions. • Take part in social and celebration events.

Do you have any questions?

Feel free to reach out with any questions by email at volunteering@ageukeastlondon.org.uk or on 02089817124 or pop into any of our offices (listed above) to chat with a member of our team.