

Volunteer Position Description



Position Title: Webmaster (Volunteer)

Position Purpose & Summary: [Hand Up Toronto](#) is a volunteer-run charitable organization which aims to support families experiencing food insecurity through the provision of food hampers, basic necessities and information about community resources. The Volunteer Webmaster will support the digital presence of Hand Up Toronto by ensuring our website remains accurate, up-to-date, and engaging. This role is essential to maintaining a smooth and user-friendly web experience for community members, volunteers, donors, and partners. The Webmaster will handle content updates, troubleshoot minor issues, and create new pages as needed to support campaigns and organizational needs.

Location: Virtual

Responsibilities:

- Regularly update existing website content to reflect current programs, events, and initiatives
- Create new web pages or sections as needed to support fundraising campaigns, events, or organizational updates; optimizing the site for ads and campaigns
- Ensure consistent formatting, layout, and design standards across all pages
- Optimize website content for SEO, user experience and accessibility
- Troubleshoot minor issues and flag technical problems to the appropriate team or web support
- Collaborate with marketing and creative teams to ensure branding and messaging are consistent across the site
- Monitor site performance and suggest improvements for functionality or navigation
- Attend regularly scheduled meetings with the Marketing team twice a month and All-Executive Meetings once a month. Meetings are held 5:30 or later on weekdays (typically Mondays).

Qualifications:

- Experience with website platforms such as Wix (experience with Squarespace, WordPress, or similar also an asset)
- Strong attention to detail and commitment to maintaining high-quality, user-friendly design
- Ability to follow visual branding and content guidelines
- Comfortable with basic web troubleshooting and problem-solving
- Strong organizational and communication skills
- Solid grasp of web accessibility standards and SEO basics

Screening Measures:

- Resume or LinkedIn profile with a brief cover letter outlining why you are interested in this position. Email: resume@handuptoronto.org
- Interview with the Marketing Director and the Executive Director
- Examples of your previous projects

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Support & Supervision:

This role reports to and is supported by the Marketing Director and the Executive Director

Time Commitment & Scheduling:

- Estimated 2–3 hours per week depending on current campaigns or website needs
- Flexible schedule; occasional availability for urgent updates

Risks & Challenges of the Position:

As this role is primarily desk-based, we encourage you to set up an ergonomic working area. Some tasks may be time-sensitive or require collaboration with other teams—clear communication and time management will help ensure a smooth workflow.

Benefits:

- Excellent opportunity to work as part of a highly supportive volunteer team and make a concrete difference in the lives of families facing food insecurity in Toronto
- Valuable experience in website design and maintenance for those interested in digital communications, nonprofit work, or tech-related roles
- Opportunity to expand your web portfolio and collaborate on meaningful projects
- References available upon request after a minimum of three months in the role

To Apply: Hand Up Toronto is committed to fostering a diverse and inclusive community – everyone is welcome and we encourage candidates of all backgrounds and levels of experience to apply.

To apply, kindly email your resume and cover letter to resume@handuptoronto.org. Please add the position in the subject line.