

Volunteer Development Assistant Recruitment Pack

St Andrew's Community Network

- ☎ +44 (0) 151 226 3406
- ✉ hello@standrewslive.org.uk
- 🌐 standrewslive.org.uk

Charity Number: 1105307 | Company Number: 4918017



Why volunteer with us?

The work we do changes lives. We're a group of skilled, dedicated people driven by our commitment to design out poverty in the communities we serve. Join us on our mission.

If you want to see lives changed for the better, whilst genuinely developing your own skills, then St Andrew's Community Network is a rewarding place to be!

We pride ourselves on a fun and supportive culture, where we value you as a whole person and offer opportunities for you to grow.

Who are we looking for?

If you are you passionate about making a difference in the lives of those who are experience poverty, we could be the next stop on your volunteering path.

We are seeking a highly motivated and passionate individual to join our experienced and dedicated team to support the finance team with maintaining accurate records of income and expenditure for St. Andrew's Community Network.

We are seeking an individual with strong administration skills who would be committed to use those to increase the capacity of our Development (Fundraising and Communications) Team.

To apply, please complete the application form online. Please also take the opportunity to complete the Equal Opportunities, although this is optional.

Completed applications should be submitted as soon as possible. **We are actively recruiting** and will be **interviewing on a rolling basis** until we find the right candidate.

If you have any queries or require any more information, please contact our [Development Team](#), or phone the office on 0151 226 3406 and ask to speak to Carolyn or Charlotte.

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Role Description

Role: Volunteer Development Assistant

Purpose of the post: To process donations, maintain a CRM database and deliver high levels of care for our supporters and Network members. The Volunteer Development Assistant will also work with the Development Director and the Fundraising and Communications Officer to provide support to the team on a range of tasks as required.

Main Point of Contact: Development Director and the Fundraising and Communications Officer

Hours: Initially 1 day per week, flexible to suit personal circumstances

Period of Contract: Permanent Volunteer (with development opportunities)

Location: This post will be based at our organisational office at 16 Larkhill Lane.

Specific requirements for this role

The Volunteer Development Assistant will:

- Provide support to the team on a range of administrative tasks including, dealing with enquires (postal, telephone, email, social media)
- Compile reports of fundraising activity and opportunities
- Support the Fundraising and Communications Officer to explore new opportunities and organise community fundraising events
- Work with the Development Director to ensure tasks are correctly prioritised and deadlines are met
- Process one-off and regular donations from both online and offline sources ensuring procedures are followed and information is recorded correctly onto the database
- Ensure the database is kept accurate and up-to-date by recording changes including mailing preferences, address details and financial information

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- Support the Fundraising and Communications Officer to carry out data selections for internal and external campaigns, recording contact histories and campaign links
- Update mailing lists and recording bulk communications (e.g. e-newsletters) on the database
- Work with the corporates teams, and other areas of fundraising as required to ensure donations are processed correctly and supporters are thanked
- Support the team to record grants application information
- Generate prospect reports from the grant searching programme for Network members
- Thank supporters and organisations such as schools and churches in a timely and courteous manner, and record these communications on the database
- Work to build relationships with donors in order to provide a high standard of care
- Write to regular donors who have reached an anniversary or stopped their donations

General Responsibilities:

Undertake other such duties as maybe required, especially in support of the other activities delivered by St Andrew's Community Network.

Requirements of all St Andrew's Community Network Team Members

Help to achieve our charitable objects; strategic aims and priorities contributing your skills and experiences to varied aspects of what St Andrew's Community Network does by:

- Working to St Andrew's Community Network's values: **Welcome** - Embracing diversity with dignity and respect. **Hope** - Helping each other discover alternative choices and new opportunities. **Empowerment** - Walking alongside people at their pace to help them achieve their goals. **Excellence** - Dedicated people doing exceptional things. **Love** - Building relationships, family, friendship and faith.
- Increasing the membership of the network, and to direct members and partners to additional areas of support from within the team.

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- Where needed, undertaking standalone projects that further the aims of St Andrew's Community Network.
- Actively contributing to, promote and galvanise support for St Andrew's Community Network's organisational priorities internally and externally including research, campaigns, comms and marketing, fundraising, policy and best practice.
- Recording, monitoring and evaluating your work in accordance with the operational plan for the organisation to evidence the impact of the work (e.g., using our databases, Impact stories etc)
- Contributing to making St Andrew's Community Network a great place to work, one that is inclusive and sees the potential in us all.
- Working to combat all forms of discrimination, and to ensure that the principles of equal opportunities and social justice are implemented in all work undertaken on behalf of St Andrew's Community Network. To promote this to other organisations we work with and to help combat discrimination, disadvantage and poverty in the places we serve.

Health and Safety, Safeguarding and data protection

- To ensure you deliver best practice in Safeguarding, and any safeguarding concerns are raised as per our policy.
- To be responsible for own health and safety and that of colleagues, in accordance with the Health & Safety at Work Act and relevant EC Directives, including reporting any health and safety hazard immediately that it becomes apparent.
- To work in accordance with the Data Protection Act and to ensure all Data Protection problems are reported to the COO.

To carry out the above duties, and any other duties commensurate with the responsibilities of the post which may reasonably be required, in a manner which actively supports and promotes St Andrew's Community Network's values, aims and policies.

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Person Specification

Key skills and experience

Excellent interpersonal skills (essential)

Strong communication skills - both written and oral (essential)

Good organisational skills (essential)

High level numeracy skills (desirable)

IT literacy (essential)

Ability to work flexibly on own initiative or as part of a team, supporting fellow team members (essential)

Personal attributes

Positive, proactive approach to work and a good team player

Ability to project the vision of St Andrew's Community Network

Patience

Sense of humour

St Andrew's Community Network is a charity founded on Christian principles which works to design out poverty in the communities we serve. We all subscribe to the same values and hope that new team members will too, irrespective of belief or background.

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