



VOLUNTEER TITLE: Supporter Engagement Volunteer
REPORTS TO: Ian Turner / Supporter Care Team

Aims:

To support the Fundraising / Retail teams with new and existing relationships

When / Where:

- Flexible – as little as 2 or 3 hours per week up to 1 day per week
- Working within core business hours of Monday to Friday 9am to 5pm
- Volunteering onsite in our fundraising offices under supervision of experienced staff

Main Tasks:

- Telephone calls to welcome new donors or thank existing ones
- Build relationships with our donors to enhance their donor journey, through an understanding of individual / group motivations
- Updating supporter information.
- Potentially updating the donor record on our database though not essential.
- Staying connected with the Supporter Care Team (face to face / phone / email / Microsoft TEAMS)

Skills and Experience:

- Confident IT user (specific database training available as required)
- Good communication skills

Personal Qualities:

- An interest in St. Oswald's Hospice and the work we do.
- Reliability
- Confident, friendly and approachable.
- Ability to engage in sensitive conversations with supporters with a personal connection to us (training provided)

Additional Information:

- This role requires a DBS check

Essential Training (Internal Info)

- Departmental and Organisational Induction
- Online training – Health & Safety, Data Protection (GDPR)
- Working from home Risk Assessment.
- FAO HR & Recruitment Team – Non-Clinical Role