

Macmillan Cancer Support: Volunteer Role Description and Skills Profile

Role Title: Donor Care Caller – World's Biggest Coffee Morning 2010

Why do you need me?

- Local Macmillan fundraising offices contact their supporters to ensure that they have the information, advice, and materials they need to conduct their fundraising activities. This work can be sporadic, with larger volumes of calls in the lead up to national campaigns, such as the World's Biggest Coffee Morning in September.

What activities will I be involved in?

- Working from printed or computerised lists
- Telephoning supporters to check that they have the information, advice, and materials they require
- Sending out materials as needed
- Providing advice, if trained, in the relevant area or referring on in all other cases
- Listening for opportunities for additional/increased support
- Ensuring the supporter has a positive experience of raising funds for Macmillan
- Updating records.

What skills and abilities will I need to have?

- Ability to organise your work
- Skills in listening to and building up a rapport with people on the telephone
- Awareness of the limits of your knowledge and never advising outside this
- Ability to use Microsoft Applications such as Word and Excel
- Ability to represent Macmillan Cancer Support to donors.

What are the goals?

- To work through the list of calls
- To ensure that donors have a positive experience of supporting Macmillan
- To ensure that donors have the information, advice, and materials they require
- To isolate opportunities for additional/increase support and refer these to the Fundraising team.

How much time should I offer?

- The role ideally requires a minimum of ½ a day a week or more during busy times.
- The number of calls required fluctuates over the year so there will be periods when we will not need you for this role. You may prefer not to come in on these occasions or to complete different tasks.

What days of the week/time of day would you need me?

- You would need to be available during office hours, Monday to Friday 9am – 5pm.

Where will I be based?

- We need help in our Surrey (Farnham) and Kent (Maidstone) Fundraising Offices.

Will I need my own transport?

- The only travel involved would be to the Surrey or Kent Office

What are the benefits to me?

- The benefits can vary, depending on your situation.
- The benefits this role offers include:
 - Developing your communication skills
 - Supporting Macmillan's donors
 - Assisting the Fundraising team to raise money to provide services to people affected by cancer
 - Being part of a team
 - Developing your C.V

What are the benefits to people who are supported by Macmillan Cancer Support?

- Your volunteering with us means that:
 - The people you contact have a positive experience of raising funds for Macmillan Cancer Support
 - The monies you help donors to raise can be channelled into developing our services for people affected by cancer

Is there an induction and training?

- You will receive an induction when you start.
- We will provide any training you need to complete the role.

What ongoing support/guidance will there be?

- Should you take on this role, you will be advised of a named person(s) in the office who will answer any questions
- You will also be provided with relevant training
- Be kept updated on the success of the team.

Will my expenses be paid?

- We pay volunteers' "out-of-pocket" expenses within agreed guidelines.

What's the next step?

- To find out more, please contact me, Claire Teager 01252 714818, for a volunteer pack.