

Macmillan Cancer Support: Volunteer Role Description and skills profile

Role title: Walks Administrator, February – June 2010

Why do you need me?

We are seeking an enthusiastic and committed person to join the Norfolk & Suffolk fundraising team to help us with essential administration work for our Bure Valley Railway Walk our Walk in the Clouds. Last year, these events saw 950 people pulling on their walking boots and raising an incredible £68,000 to help fund Macmillan's vital services. We are hoping to raise even more money this year.

Macmillan currently reaches around half of those living with cancer who need our care and support. Our ambition is to grow to reach out to everyone who wants or needs us. To enable this to happen, we need to raise more money and increase awareness of what we do – all of which means we also need more administrative support. From maintaining accurate databases to banking donations and ensuring that our supporters are promptly thanked, your help will make a big difference to both our fundraising team and our local supporters!

What activities might I be involved in?

- Taking phone registrations and answering queries
- Registering walkers on the Macmillan database
- Opening post, sorting registrations/donations
- Banking registration fees and sponsorship money
- Contacting participants to ensure they have everything they need
- Compiling and posting registration packs
- Other ad hoc administration duties as needed

What skills and abilities will I need to have?

- Organisational skills
- Confident use of computer and ability to use databases
- Attention to detail
- Excel skills and the ability to learn to use databases
- A clear and polite telephone manner
- Enthusiasm to work within a team
- Working under pressure
- Adherence to Macmillan's policies, including health and safety, equal opportunities, confidentiality and financial guidelines

What are the goals?

- To help Macmillan Cancer Support raise at least £80,000 from the Bure Valley Railway Walk and Walk in the Clouds
- To ensure registrations and sponsorship money are processed promptly, making our donors feel valued and remain engaged with Macmillan
- To ensure that Macmillan's records and databases are accurate
- To ensure all participants have a positive and memorable experience of the event, encouraging them to raise more and decreasing the non-attendance rate
- To develop an ongoing relationship between the supporters and the charity

What are the benefits to me?

This is a fantastic opportunity for anyone who would like to move into fundraising within the charity sector. You will:

- Gain experience of a Macmillan fundraising event from start to finish

- Learn and develop new skills such as: office administration, working with databases, project management, donor care, planning, health & safety at work and time management
- Gain an insight into how Macmillan - a big, successful national charity - works and have access to our database of employment opportunities
- Enhance your CV and gain written references at the end of your placement
- Be part of a supportive, lively and fun team who will facilitate your development
- Get to talk to inspiring Macmillan supporters and see how your work makes a real difference to peoples' lives

How much time should I offer?

- This is a 3-5 days per week role, during normal office hours, ideally from the beginning of February to the end of June

Where will I be based?

- You will be based at the fundraising office in Norwich

Will I need my own transport?

- Only to get to and from the office

What are the benefits to me?

- Developing your organisational, customer service and admin skills
- Developing your IT skills
- Adding to your CV
- Meeting new people and being part of an enthusiastic and supportive team
- Opportunities to become more involved in other volunteering/areas of the charity's work
- Making a difference to your local community
- Helping people affected by cancer

Is there an induction and training?

- Information pack and induction provided to help familiarise you with the work of the charity and the fundraising team
- Training on Macmillan's database, computer systems, banking and thanking
- Guidance on answering telephone and other office administrative procedures
- Other training to complete your role as needed

What ongoing support/guidance will there be?

- Fully supported by the Fundraising Support Assistant and fundraising team
- Opportunities to meet and network with staff and fellow volunteers
- You will be 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?

Please complete an application form and return it to:

Macmillan Cancer Support
De Vere House
90 St Faiths Lane
Norwich
NR1 1NE

Email: norfolk@macmillan.org.uk

For more information please contact Cliff Willett on tel: 01603 724360