



INTERN SCHEME

Macmillan Cancer Support: Volunteer Role Description and skills profile

Role title: Challenge Events (Biking) Internship

Why do you need me?

Macmillan Cancer Support is dedicated to reaching and improving the lives of everyone affected by cancer.

Working with the Biking Team within Challenge Events, you will help develop our range of participant communication methods, looking at ways of improving the supporter journey throughout their challenge event experience.

We organise biking events overseas and in the UK throughout the year and communicate with bikers of all ages and ability. There is a huge opportunity to develop biking events at Macmillan and we need your support to help us evaluate where we currently are and where we are going. A key part of this is looking at the journey a supporter goes through from the moment they decide to join a challenge through to completion and beyond. We need to revamp our materials and look at opportunities to move from paper-based to e-communications. The Challenge Events Team is an extremely busy department responsible for events ranging from Mexico cycling challenges and Kilimanjaro hikes to the London and New York Marathons.

With your help, we can improve the supporter experience and engagement and reach more people affected by cancer.

What activities will I be involved in?

You will be involved in working closely with supporters and the biking team to improve our communications to participants. Tasks will include:

- Acting on research for participant needs
- Coordinating design, copywriting, print and distribution of biking materials
- Working with Hiking Team to identify opportunities for consistency
- Working with web team to develop our website and facebook presence
- Liaising with supporters to ensure high standards of donor care are met

What skills and abilities will I need to have?

- Strong organisational skills with a proven ability to meet deadlines and attention to detail
- Excellent written and verbal communication skills
- Confidence in building rapport with supporters by phone, in writing and face to face
- Ability to be creative whilst working within brand guidelines essential – this would suit someone looking to develop basic marketing experience or theory
- Ability to use own initiative within specified guidelines
- Ability to be innovative and look for new approaches
- A demonstrable ability to work as part of a team
- Must have excellent computer skills (particularly Microsoft Office)
- Enthusiasm for the cause and ability to represent Macmillan Cancer Support
- Willingness to follow Macmillan policy e.g. health and safety, equal opportunities, confidentiality and financial guidelines

What are the goals?

- Contribute to developing a supporter experience that is unparalleled in the charity sector
- Develop participant materials that are inspiring and encourage our supporters to raise more money for Macmillan
- Give our supporters an experience of the event that is so positive and enjoyable that it encourages them to raise more money and stay involved
- Raise Macmillan's profile so we can reach all those living with cancer who need our help

What are the benefits to me?

This is a unique opportunity for budding fundraisers, event organisers or marketers and those wanting to move into charity sector. You will:

- Gain hands-on experience of event management, customer care and communication development
- Develop your creative, evaluation, written, verbal and marketing skills;
- Gain experience of how a big, successful national charity works and access our database of employment opportunities;
- Enhance your CV and gain written references at the end of your internship;
- Be part of a supportive, lively and fun team who will facilitate your development;
- Get to meet hugely inspiring Macmillan supporters and volunteers; and
- Help make a real difference to peoples' lives.

How much time should I offer?

This is a 2-3 day a week role, days to be agreed upon successful application, from 10am-4pm and the placement will be for three months

Where will I be based? Will I need my own transport?

At our head office in Vauxhall, London

Is there an induction and training?

We will ensure you have the training and information you need through:

- Our comprehensive induction pack
- Training on our databases and any further on-the-job coaching needed for the role

What ongoing support/guidance will there be?

You will be fully supported by the biking team throughout your time with us. Including:

- A clear work plan with SMART objectives
- Regular meetings with the Biking Events Coordinator and opportunities for feedback
- A mentor and help in developing your CV (should you want it)
- Opportunities to network with staff, volunteers and other Interns during the placement

Will my expenses be paid?

The internship is unpaid but we pay volunteers' "out-of-pocket" expenses within agreed guidelines which should cover your lunch and travel.

What's the next step?

You need to fill out an application form and send it to us. We will acknowledge your application and let you know whether you have been shortlisted for interview. For further details please call Tris Jones on 020 7840 4620 or email tjones@macmillan.org.uk

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