

Macmillan Cancer Support: Volunteer Role Description and skills profile

Role title: **World's Biggest Coffee Morning Administrator, July-September 2010**

Why do you need me?

We are seeking an enthusiastic and committed person to be an integral part of one of the UK's most successful fundraising events.

Each year around 800,000 people participate in our World's Biggest Coffee Morning fundraising events across the UK, bringing together people from all walks of life. Combined, they raise an incredible £8 million for Macmillan's vital services.

Join the Manchester fundraising team to help us with essential administration work for our flagship event, gain unrivalled charity fundraising and office experience **AND** make a lasting difference to people living with cancer.

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?

- Contacting participants to ensure they have everything they need
- Taking phone calls, advising on WBCM registration
- Liaising with the nationwide Registration and Events teams
- Compiling and posting additional merchandise if requested
- Helping to promote the event in the local area, and create 'buzz'
- Other ad hoc administration duties as needed

What skills and abilities will I need to have?

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

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, IT experience, 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
- 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 July to the end of September

Where will I be based?

- You will be based at the fundraising office in Warrington

Will I need my own transport?

- Only to get to and from the office

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, and computer systems
- Guidance on answering telephone and making donor care calls
- Other training to complete your role as needed
- Ongoing support/guidance from the Fundraising Support Assistant and fundraising 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:

Email: sfletcher@macmillan.org.uk

For more information please contact Steph on tel: 01925 846755

Date prepared: 26 March 2010