

ADMIN VOLUNTEER – SUPPORTER CARE TEAM

Relationship Manager: Senior Supporter Care Manager
 Location: Downton – SP5 3RB
 Commitment: A minimum commitment of 12 months
 One to three days per week between Tuesday - Thursday and the hours of 9:00 am – 4:30pm

<p>What you'll be doing</p>	<ul style="list-style-type: none"> • Volunteering at our Downton office and using a laptop/computer • Making good luck and thank you calls to supporters and volunteers • Updating CRM system with updated supporter details/marking as gone away • Opening the post, preparing outbound letters and franking • Scanning • Preparing Hero Bear for dispatch/unpacking on return • Ordering promotional items • Support Supporter Care Team with general admin as and when required
<p>Skills and qualities needed:</p>	<ul style="list-style-type: none"> • Have a genuine interest in, and the desire to make a difference to, the lives of the Armed Forces Community. • Experience of working in an office setting and have existing IT skills, including the use of Outlook email system, Word and Excel. • Good communication skills • Friendly, reliable, and approachable. • Able to accurately and sensitively record information given by others, whilst ensuring data is protected at all times. • Model our ICARE values by being: Innovative, Collaborative, Authentic, Resourceful, Energetic.
<p>Requirements:</p>	<ul style="list-style-type: none"> • Ability to travel to Downton Office • Provide 2 references. • Willing to undertake a Basic Criminal Record Check (funded by Help for Heroes). • Completion of mandatory volunteer training • Signing a Volunteer Agreement.
<p>What we can offer you:</p>	<ul style="list-style-type: none"> • The chance to become part of the Help for Heroes family, while making a real difference to the lives of members of the AFC. • A dedicated Relationship Manager for advice and support. • An introduction to Help for Heroes, together with role specific training. • Out of pocket expenses as outlined in our Volunteer Expenses Policy.