



Sheffield's Hospice

## **Volunteer Task Profile**

Volunteer Position: Supporter Care Team Volunteer

Volunteer Lead: Data and Supporter Experience Manager

## **Introduction**

St Luke's is for everyone affected by terminal illness in Sheffield. We deliver specialist care for nearly 2,000 patients each year, helping many thousands of family members and friends along the way and into bereavement, all without charge.

We are a charity, and everything we do is dependent on the generosity of our supporters and volunteers. Of the £10 million it costs to run St Luke's each year, we need to raise £7.5 million through donations. Whether it's by taking part in a fundraising activity, donating to one of our 14 charity shops or playing our weekly lottery, every penny raised helps people in Sheffield at some of the most challenging times of their lives.

## **Overview**

We are looking for volunteers to support our Supporter Care Team who are responsible for ensuring that our supporters receive a consistent, excellent experience. The role will involve responding to various enquiries, acknowledging donations and helping to maintain the supporter and retail databases. The role will also support the wider fundraising team ensuring that our supporters are engaged and informed about the work of St Luke's.

It's important that all our supporters are in control of how we stay in touch and what we share with them should be relevant, engaging and, most importantly, wanted by them. This has always been the case, but with the recent change in GDPR and data legislation it has become even more important that our processes are in line and implemented correctly.

On occasion we may also require help contacting event participants and you may be asked to input information into the databases or make contact by telephone to confirm details.

## **Tasks**

We do require you to assist in:

- Inputting/updating data on both the fundraising database and our new retail system
- Inputting Gift Aid declarations
- Undertaking telephone calls to both longstanding and new supporters, asking if they would like to keep in touch with our work by opting in to receive communications from us (in line with new GDPR regulation)
- Providing support or thank you calls to supporters or event participants
- Updating our database with supporters' preferences
- Maintenance tasks
- General administrative tasks (packing large mailings, numbering collecting tins, filing etc.)

We do not require you to assist in

- Dealing with complaints
- Responding to general calls

### **Other requirements**

You must:

- Be a minimum of 18 years old
- Have a current DBS check generated by St Luke's
- Attend training as required
- Abide by the Health & Safety at Work Act.
- Respect confidentiality applying to all St Luke's areas.
- Adhere to St Luke's policies and procedures
- Comply with the St Luke's no smoking policy
- Co-operate and liaise with departmental colleagues

### **Commitment**

We are looking for a commitment of 4 hours per week on either Monday, Tuesday, Wednesday or Thursday.

### **Skills, experience and knowledge required**

- Basic ICT skills – use of a computer is essential for this role. Full training will be provided but experience of working with spreadsheets or databases would be beneficial
- Good telephone manner and confidence speaking to supporters

### **Training**

- Raiser's Edge (fundraising database) training
- Eproductive (retail database) training
- Introduction to GDPR and consent

### **Benefits**

- Help St Luke's raise funds and continue our vital work
- Develop customer service and team working skills
- Work as part of a busy and vibrant team
- Speak to and engage with a wide range of supporters
- Give back to the community in a direct and meaningful way

### **Contact Information**

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