



## Volunteer Role Description

**Title:** Emergency Team Volunteer

**Purpose:** The Supporter Care team work within the Fundraising department of ShelterBox ensuring that all supporter enquiries, donations and interactions are processed swiftly and thanked appropriately. During a major disaster, there is a welcomed but vast increase in enquiries and donations through the Supporter Care team and it would be the Emergency Team Volunteer's role to aid the Supporter Care team in ensuring these interactions are handled and responded to in a time effective manner. The role will involve both direct and indirect contact with supporters as well as a range of administrative support tasks that will aid the overall processing abilities of ShelterBox.

### Tasks:

- Answering inbound phone calls. Responding to supporters who are enquiring about our activity or logging appropriate details from those who are looking to make a donation.
- Opening and organising of postal donations into batches to ensure that our Supporter Care Assistants are able to log the details onto our customer records management database in a quick and effective manner.
- Responding to or forwarding on of emails that are sent into a ShelterBox's central e-mail account.
- Processing of donations that arrive via online portals that ShelterBox are signed up to.
- Processing and filing of gift aid paperwork.
- Ensuring supporter records are kept up to date and data entry is accurate, recording all communications on our CRM database.
- Undertaking general admin tasks related to supporter communications such as filing, scanning etc.
- Following all policies and procedures at all times and contributing to the review of any policies and procedures as required.

### Skills & Qualities:

- A confident and cheerful telephone manner
- Attention to detail
- Ability to follow written instructions accurately
- Ability to work on your own
- Basic IT skills would be useful but a willingness to learn is essential.

**Time Commitment:** We will be asking for your help as and when disasters occur and when we are dealing with a high volume of donations. We want to put together a team of people so that we can cover Monday to Friday, 9am – 5pm. The minimum commitment in those circumstances would be a three-hour session in a week. We will give you initial induction training and there will be monthly refresher sessions.

**Location:** ShelterBox HQ, Falcon House, Charles Street, TR1 2PH

**Staff Contacts:** Phil Gilbert, Supporter Care Manager