



Volunteer Role Description

Title: Talks & Events Coordinator

Purpose: At ShelterBox, we want everyone to know about the millions of people made homeless by earthquakes, floods, cyclones, and conflict, and about the practical help ShelterBox delivers around the world. We have over 100 volunteers across the UK, who deliver talks about our work, educate the public and help us raise funds. The Talks & Events Coordinator would play a key role in supporting the Volunteer Engagement Officer and Community Fundraising Assistant to fulfil requests from a wide variety of organisations for ShelterBox Ambassadors to attend talks and community events. The Coordinator would also ensure that ShelterBox Ambassadors have the resources they need to engage members of the public.

Tasks:

- Regularly check our Volunteer Portal for the list of forthcoming events that are unfulfilled
- Match up speaker, event and demo box requesters with appropriate volunteers
- Contact volunteers by email and phone to ensure there are no unfulfilled requests
- Coordinate fulfilment of demo box requests or other resources
- Notify the Community Fundraising Assistant or Volunteer Engagement Officer, as appropriate, when requests prove impossible to fulfil
- Respond to email enquiries
- Record information and communications on our CRM (Customer Relations Management) system
- Promote the use of the Volunteer Portal to our volunteers

Skills & Qualities:

- Moderate IT skills
- Good telephone manner
- Able to work independently
- Confident in speaking to people
- Organised & methodical

Time Commitment: One day a week (preferably two half days) on a Monday, Tuesday or Thursday.

Staff Contact: Jessica Bickham, Community Fundraising Assistant