### PLAN INTERNATIONAL UK

#### VOLUNTEER TASK DESCRIPTION

<table>
<thead>
<tr>
<th>Volunteer Title</th>
<th>Sponsorship Assistant Volunteer</th>
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<tbody>
<tr>
<td>Department</td>
<td>Public Engagement</td>
</tr>
<tr>
<td>Unit (if appropriate)</td>
<td>Individual Giving</td>
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<tr>
<td>Reporting to</td>
<td>Sponsorship Communications Co-ordinator</td>
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</tbody>
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#### Overview of Department

The purpose of the Public Engagement Department is to raise funds by engaging, securing and maintaining support from UK households, Companies, Trusts and Foundations. The Supporter Relations (SR) section sits within the Individual Giving unit of the Public Engagement Department, alongside the Acquisition and Supporter Retention & Development sections. The SR section engages and retains the support of individuals and households in the UK for Plan’s child-centred community development programmes. The section is responsible for providing the right service to supporters, enhancing their experience, developing their understanding and commitment, and maximising the lifetime value of their financial support to Plan’s work with children and their communities.

#### Job Purpose

In this volunteer role, you will assist the Sponsorship Assistant in all administrative tasks relating to our gone away sponsors (who are sponsors we no longer hold the correct home addresses for) and unsuitable gifts we are unable to send to sponsored children. The role includes data entry, data checking and filing.

#### Benefits of volunteering

1. Exposure to working in a friendly office environment
2. One-to-one support
3. A chance to add new skills to your CV
4. A great way to meet new people and network
5. Access to relevant training opportunities

#### Key Duties | Key Activities
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Gone Aways | • Maintain efficient filing system, removing and disposing of files for inactive records  
| | • File letters in line with Data Protection and departmental regulations
<table>
<thead>
<tr>
<th>Competency Title</th>
<th>The successful candidate will be able to…</th>
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</thead>
</table>
| Communicating with all stakeholders                  | • Communicate well, at a variety of levels  
• Share ideas and experiences with staff and colleagues  
• Listen carefully |
| Working effectively and efficiently                  | • Ensure work is of a high standard with strict attention to detail  
• Ability to work on own initiative and a fast learner  
• Speed & accuracy in data entry  
• Exhibit good time management |
| Demonstrating Plan values                            | • Reliable  
• Work as part of a team in a tactful and diplomatic manner  
• Collaborate with colleagues across the broader organisation  
• Relate to people from a range of backgrounds  
• Use resources in a cost effective manner |

### Relevant Experience

The successful candidate will have experience of....

- Maintaining effective administration systems
- Managing their own workload
- Working collaboratively
- Working in an office and/or filing systems experience
<table>
<thead>
<tr>
<th>SPECIFIC SKILLS AND KNOWLEDGE</th>
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<tbody>
<tr>
<td>The successful candidate will have the ability to</td>
<td>The successful candidate will have knowledge of....</td>
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<tr>
<td>Demonstrate an awareness of child protection issues</td>
<td>Using computer packages efficiently</td>
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<tr>
<td>Manage data, processes and systems methodically</td>
<td>Working across cultures in a tactful and diplomatic manner</td>
</tr>
<tr>
<td></td>
<td>Data Protection issues</td>
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**Date Created**: June 2017