

PLAN INTERNATIONAL UK

VOLUNTEER TASK DESCRIPTION

Volunteer Title	Sponsorship Assistant Volunteer
Department	Public Engagement
Unit (if appropriate)	Individual Giving
Reporting to	Sponsorship Communications Co-ordinator

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 life-time 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
Gone Aways	<ul style="list-style-type: none"> • Maintain efficient filing system, removing and disposing of files for inactive records • File letters in line with Data Protection and departmental

	procedures <ul style="list-style-type: none"> • Ensure all 'gone away' mail is filed • Review content of files to ensure only sponsorship communications are kept • Mail communications to Sponsors where status is no longer 'gone away'
Unsuitable Gifts	<ul style="list-style-type: none"> • In accordance with our gift policy, identify unsuitable gifts we're unable to send to sponsored children • Decide if the sponsor's communication to their sponsored child (received with the gift) can be dispatched or not • After two weeks, either return the gifts to the Sponsors or donate to the local children's charity

Competency Title	The successful candidate will be able to....
Communicating with all stakeholders	<ul style="list-style-type: none"> • Communicate well, at a variety of levels • Share ideas and experiences with staff and colleagues • Listen carefully
Working effectively and efficiently	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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

SPECIFIC SKILLS AND KNOWLEDGE	
The successful candidate will have the ability to....	The successful candidate will have knowledge of....
Demonstrate an awareness of child protection issues	Using computer packages efficiently
Manage data, processes and systems methodically	Working across cultures in a tactful and diplomatic manner
	Data Protection issues

Date Created	June 2017
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