

Volunteer request form

<i>Role / Title</i>	Donor Relationship volunteer
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<i>Line Manager</i>	Ruth Taylor
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<i>Team</i>	Fundraising
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<i>Location (if applicable)</i>	Remote
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<i>Desired start date</i>	May/June 2019
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<i>Time commitment</i>	Approx. 8-12 hours per month
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<i>Duration of post</i>	12 months +
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Duties / brief role description

ASN's donors are vitally important to our work and our ability to help clients. There are two other volunteers on the Donor Relationship Team, and we are looking for another person to join the team and assist with the following:

- Ensure all donations and Gift Aid declarations are logged on our database (either checking automatic logins are pulling through correctly, or manually entering a small number)
- Work with other DRM volunteer to ensure all donors are thanked appropriately and in a timely manner
- Work with other DRM volunteer to answer donor queries or escalate them appropriately
- Updating donor information where necessary, and maintaining ASN's newsletter mailing lists on Mailchimp
- Where necessary, assist ASN's bookkeeper and director with financial reporting queries

Essential skills/knowledge/experience

- Good computer skills
- Familiarity with a database system
- Ability to handle confidential information
- Proactive worker, able to take initiative and get stuck in with minimal in-person supervision
- Good communications skills, particularly via email

Desirable skills/knowledge/experience

- Previous experience with managing databases
- Experience of using our database, Donorfy

Any training offered

Induction with previous volunteer in the role and line manager.
Monthly phone/Skype meetings with other DRM team member and line manager.



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<i>Interviewer(s)</i>	Ruth Taylor
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Please e-mail your completed form to volunteer@asn.org.uk. Thank you!