



World Cancer
Research Fund

Supporter Services Volunteer Role Description

Role Title:	Supporter Services Volunteer
Reporting To:	Supporter Services Manager
Team/Department:	Fundraising
Location:	World Cancer Research Fund (WCRF UK), 22 Bedford Square, London WC1B 3HH
Hours:	Flexible
Duration:	3 – 6 months (but can be Flexible)

Background:

World Cancer Research Fund (WCRF UK) is the principal charity in the UK dedicated to the prevention of cancer. We fund cutting edge scientific research and provide people with the information they need to reduce their cancer risk.

Supporter Services Department:

The Supporter Services department of WCRF is one of the important pillars of the organisation. The department is responsible for providing a quality customer care service to supporters and the general public, responding to a range of fundraising activities from across the organisation and administrative support to other departments within WCRF UK.

Purpose of the Role:

To help provide an efficient administrative service, providing important support to colleagues involved with the delivery of services and other essential activities. The role does not expect you to manage the whole administration service but more to provide help and assistance to the existing colleagues so that administration is as effective as possible.

Duties and Responsibilities:

- Mailing fulfilment and distribution of newsletters or similar
- Inputting data into WCRF UK's supporter databases
- Responding to publication requests from the general public and health professionals
- Outbound calls to supporters and companies in order to promote our work and to build lasting relationships
- General office administration

Volunteer Personal Specification

This Person Specification describes the attributes, which are likely to be needed for the role and includes personal skills and qualities, experience, specific skills and knowledge.

Criteria
<p>Personal Skills & Qualities</p> <p>Ability to:</p> <ul style="list-style-type: none">• Organise and plan own work, meet deadlines and be proactive in seeking out tasks• Focus on a task to complete it to the required high standards paying particular attention to detail• Work well and build relationships, communicate with people at different levels verbally and in writing• Work independently and manage own workload <p>Relevant Experience</p> <ul style="list-style-type: none">• Experience of basic office administration• Experience of using Microsoft packages and databases at a basic level• Experience of Data entry <p>Specific Knowledge</p> <ul style="list-style-type: none">• Supporter care/customer service