

SOCIAL MEDIA AND DATABASE VOLUNTEER



Why do we need your help?

Our Information and Support team offer a wide range of inclusive and accessible services, for everyone affected by a brain tumour, whether it's low or high grade, adult or child. One of our most popular services are our closed Facebook Support Groups, which offer peer to peer support. We are looking for a volunteer to manage the requests to join our Facebook Support Groups and record member's details on our Contact Management System.

What will I be doing?

You can get involved in the following:

- Vetting member requests to ensure that they are genuine users of our brain tumour communities
- Creating, updating and maintaining accurate contact information on the CRM database
- Sending welcome messages to accepted members to ensure that they are know where they can access additional support and are aware of the code of conduct for the groups
- Additionally you may have opportunity to post in the Facebook Support groups to promote or services and respond to the questions of users

What skills and experience do I need?

- Experience of using social media platforms, Facebook in particular
- Experience of working with databases (Salesforce experience desirable)
- Confident computer skills with working knowledge of Microsoft Word, Excel and Outlook
- Organisation and reliability
- Attention to detail
- Able to work autonomously and as part of a team

How much of my time would you like?

We ask our Information and Support Volunteers for a regular commitment of at least four hours per week. This would be within office hours, on a Tuesday or Friday.

How will I be trained and supported?

- You will receive a full induction to The Brain tumour Charity and your role here as well as in-house training on the use of our database.
- You will receive regular support and supervision
- You will be given any equipment necessary to carry out your role

Brain tumours in the UK: the facts

- Brain tumours are the biggest cancer killer of children and adults under 40
- Almost 11,000 people are diagnosed with a primary brain tumour each year
- 62% of children who survive a brain tumour are left with a life-altering disability

The Brain Tumour Charity is the world's leading brain tumour charity and the largest dedicated funder of research into brain tumours globally. Committed to saving and improving lives, we're moving further, faster to help every single person affected by a brain tumour.

We're set on finding new treatments, offering the highest level of support and driving urgent change. And we're doing it right now. Because we understand that when you, or someone you love, is diagnosed with a brain tumour – a cure really can't wait.

What can I gain from volunteering with you?

- Utilising your existing skills as well as developing and learning new ones
- Experience of working within a busy charity support team
- Office administration experience
- The satisfaction of knowing that you're making a valuable contribution to the lives of those affected by brain tumours

Practical Considerations

Because of the nature of this role, a DBS check is required. We also carry out reference checks for all individuals who will be volunteering for us.

Where will I be based?

At our office in Farnborough, Hampshire

How do I apply?

Complete our online [application form](#), or contact the Volunteer team by phone on 01252 237818 or by email

volunteering@thebraintumourcharity.org.

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