

VOLUNTEER ENGAGEMENT

VOLUNTEER ROLE

THE
**BRAIN
TUMOUR**
CHARITY

A CURE CAN'T WAIT

75%

of people diagnosed with a glioblastoma brain tumour will not survive for more than a year

28%

of brain tumour patients have visual impairment

Our challenge

Volunteers play a vital part in our work as a charity, supporting and shaping each part of our strategy: from helping to deliver front-line services and ensuring we get much needed insights from the power of data, to raising voices for change and driving forward the best care.

Currently, over 1,000 people up and down the country support The Charity by volunteering their time, whether it's taking part in a one-off event, a quick activity that can be done from home, or in an ongoing volunteer role.

We want to make sure that every volunteer has a great experience being involved with The Charity and a key part of this is ensuring that we connect and engage with people in the right way for them.

How can you help?

This role provides an exciting opportunity to connect with many wonderful volunteers at The Charity, with the aim of maximising each volunteer's experience, as they support our work and contribute to our goals.

In this role you will be involved in:

- Reaching out to volunteers over the phone or via email, to ensure their details are up to date on our system and they have all of the information they need to be effective in their roles; and
- Updating our database system to reflect the information provided.

There may also be the opportunity to expand this role in future if this would be of interest, subject to the team's needs.



ABOUT THE BRAIN TUMOUR CHARITY

We are 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.

BRAIN TUMOURS MOVE FAST.

WITH YOUR HELP, WE CAN TOO!

We're looking for...

We're looking for the following skills and experience:

- Great communication skills, both written and verbal
- Strong IT skills, confident using databases or CRM systems (experience of Salesforce an advantage but not required);
- Previous customer service experience

The ideal volunteer would be:

- Compassionate and understanding of the various motivations of volunteers to support the cause
- Comfortable communicating over the telephone;
- Organised and self-motivated.

What impact will you have?

By ensuring the information we hold on volunteers is up-to-date and that people are getting the information they need from us, you will enable us to harness the passion and energy of our network of volunteers to support with a variety of our projects and work streams, according to their skills and availability.

What can you gain from volunteering with us?

- You'll join a friendly, supportive and passionate team and develop an insight into how The Charity's Talent team operates.
- You will gain invaluable volunteer administration experience to share on your CV or take forward to future roles.

Time commitment

We anticipate this role will require a commitment of 2-4 hours per week, and that the project will take a number of months to complete. There may be potential to extend the role after the end of this project.

The majority of activities within this volunteer role can take place either within or outside of The Charity's core working hours - we can be flexible to suit the availability of the volunteer. Any phone calls must take place within sociable hours, in line with guidance from The Fundraising Regulator.

To ensure the volunteer has sufficient support, at least some crossover with the hours of the team would be beneficial (9-5 Monday to Friday).

Practical considerations

You will receive a full induction to The Brain Tumour Charity and your role, as well as ongoing support and direction from the Volunteer Development Manager throughout the project. This is currently a home based role.

Volunteers must be over 18 and have access to a laptop/ desktop. We carry out reference checks for anyone volunteering for us on a regular basis.

INTERESTED?

If you're ready to apply, please complete our [online application form](#). If you have any questions or would like more information, please contact the Volunteering Team:

01252 237818

volunteering@thebraintumourcharity.org.

TOGETHER
WE'RE MOVING
CLOSER TO
A CURE

