

Community Ambassador Coordinator Volunteer Role Description

Role Manager: Community Fundraiser.

Location: based in and around the local community of Bury.

Purpose of Role: under the direction of the Community Fundraiser this role will act as a point of contact for the Community Ambassadors assisting in the coordination of the ambassadors' attendance at community events.

When will I be volunteering? You will be required to have regular weekly volunteering slots amounting to 3-4 hours. These can be arranged around your schedule and that of the fundraising team.

Main Duties

- Liaise with ambassadors to coordinate their attendance of ambassadors at community events.
- Liaise with supporters to arrange the attendance of ambassadors at community events .
- Maintain an accurate calendar of upcoming events detailing dates, times, and the ambassadors who will be in attendance.
- Prepare resources (predominantly ambassador event packs) in anticipation of upcoming events .
- Assist in the recruitment of new ambassadors and provide support in developing and expanding the ambassador scheme over time .
- Assist in collating feedback in order to evaluate the success of the ambassador scheme and to help address any challenges.
- Adhere to Bury Hospice's Information Governance Policy at all times.

These duties are not exhaustive, and you may be required to undertake other tasks, at the discretion of your role manager, in order to meet service needs.

Required Skills

- Good level of computer literacy; ability to use Microsoft Office software Word, Excel and Outlook is essential.
- Friendly and flexible approach.
- An ability to communicate effectively with staff, volunteers, and members of the public either face to face, over the telephone or in writing

- Able to use your own initiative and take an organised approach to the completion of tasks, whilst having confidence to ask for help if needed.
- Knowledge of the services that Bury Hospice provides to the local community, and / or a willingness to learn more about this..
- A sensitive and empathetic nature, especially toward those who may have had previous personal experience of Bury Hospice.

Benefits

- Utilising and expanding skills and experience.
- Working with a committed team of volunteers.
- Working alongside a friendly and professional fundraising team.
- Satisfaction of working within your local community to support the care for local people.

Training Requirements

- Before beginning this role you will be required to attend a face to face training session which will cover all necessary learning and training requirements, including; Data Protection, Safeguarding, Equality & Diversity, Incident Reporting, Lone Working.
- You must be willing to complete periodic training refreshers as deemed necessary

All volunteers must be at least 18 years of age and will be subject to references. Due to the nature of the role we ask that volunteers commit a minimum of 6 months on a weekly basis.