

Volunteer Role Profile



Volunteer Role	Data Collection Volunteer - Befriending Services
Volunteer Manager	Fran Highton
Where you will be based	Home

Why we want you

Data Collection Volunteer (Befriending Services)

Location: Hybrid – Home-based with occasional office attendance

Time Commitment: 2-4 Hours per week (flexible)

At Age UK East Sussex, our befriending services help reduce loneliness and social isolation among older people across the county. To ensure we continue delivering these vital services and secure future funding, we need to demonstrate the difference our support makes.

As a Data Collection Volunteer, you will play an important role in gathering feedback from clients, recording outcomes, and maintaining accurate records on our Charitylog database. Your work will help us measure the impact of our services, improve the support we provide, and evidence positive outcomes for funders and stakeholders.

If you enjoy speaking with people, have good attention to detail, and are comfortable using computers, we'd love to hear from you.

What you will be doing

- Making telephone calls to befriending clients to gather feedback on the service they receive.
- Collecting information about client wellbeing, social connections, and outcomes achieved.
- Accurately recording feedback and outcomes using our Charitylog database.
- Updating client records and ensuring information is entered correctly and confidentially.
- Supporting the Befriending Coordinator with monitoring and reporting requirements.
- Identifying any concerns raised by clients and reporting them to staff.
- Helping us demonstrate the impact of our befriending services to secure future funding.

The skills you need

- Confident and friendly telephone manner.
- Good listening and communication skills.
- Ability to handle information sensitively and maintain confidentiality.
- Basic IT skills and confidence using databases or data entry systems.
- Good attention to detail and accuracy.
- Reliable and organised approach to volunteering.

What's in it for you

- Full induction and training, including Charitylog training.
- Ongoing support from the Services Lead and Befriending Coordinator.
- The opportunity to develop administration, communication, and data management skills.
- Experience within the charity sector
- The satisfaction of helping us improve services for older people and reduce loneliness in our communities.

Disclaimer

Age UK East Sussex reserves the right to review this role description from time to time to best suit the changing nature of the role in line with service needs. Any changes to this document will be made by mutual agreement.