

Volunteer Task Description

Volunteer Title	Sponsorship Operations Volunteer
Essential Role Information	<p>We ask volunteers to dedicate a minimum of 24 days of volunteering across 3-6 months.</p> <p>This an office-based role. Our usual volunteering hours are Monday to Friday 10am-4pm (including an hour lunch).</p> <p>This is an unpaid position. We pay out of pocket expenses of up to £7.00 for lunch and up to £22.60 for travel per day when you are volunteering with us in the office.</p>
Working Within	Sponsorship Operations Team

Overview of team

The Sponsorship Operations Team oversee the end-to-end delivery of the child sponsorship process. The team link sponsored children to new sponsors, read and log letters between them and manage child sponsorships that have come to an end.

Outline of role

- Support the team with quality checking Sponsored Child Introductions (SCIs)
- Use a Customer Relationship Management (CRM) database to flag information, and query any safeguarding issues and inconsistencies with SCIs
- Use global database to raise and close queries related to SCIs
- Help ensure SCI documents are filed securely and accurately (physical and remote)
- Link sponsors to sponsored children using our CRM database and get welcome packs ready for posting out
- Support the team with processing sponsorships that have ended and get the packs ready for posting out
- Support team with other special projects

Desired Criteria

Excellent verbal and written communication skills

A positive and motivated team player

High levels of attention to detail

Basic computer skills and familiar with Microsoft Word, Excel and Outlook
Organised and focus-driven
Understanding and awareness of child safeguarding, data protection and GDPR

Additional Information

General	<p>Successful candidates will be expected to:</p> <ul style="list-style-type: none"> Ensure that all activities undertaken on behalf of Plan International UK, externally or internally, are in line with the overall aims of the organisation and with Plan International UK's values, policies and procedures. Participate in training and other activities as requested
Level of Safeguarding Responsibility	<p>Medium – Managing personal data for children and young people. No direct contact with children, young people or programme participants day-to-day. Volunteers must:</p> <ul style="list-style-type: none"> Represent Plan International’s commitment to non-discrimination and safeguarding Report safeguarding concerns in a timely manner and co-operate in investigations as appropriate Understand the relevance of safeguarding to your role and make sure you mainstream safeguarding in your work in order to fulfil Plan’s duty of care <p>A Basic DBS check will be required.</p>

Date Created	July 2024
---------------------	-----------