

# Volunteer Task Description

<b>Volunteer Title</b>	Supporter Engagement Volunteer
<b>Essential Role Information</b>	<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 £23.60 for travel per day when you are volunteering with us in the office.</p>
<b>Working Within</b>	Supporter Engagement Team

## Overview of the team

The Supporter Engagement and Operations team is the heart of our supporter engagement and customer services at Plan International UK, working together to ensure that Plan International effectively communicates with its supporters and delivers key logistical requirements for our fundraising – to ensure the smooth functioning of our day-to-day operations.

## Outline of role

- Supporting with administrative tasks such as helping with the supporter engagement inbox and website imports.
- Helping to cover the phone during busy parts of the day and basic contact maintenance. e.g. such as updating the CRM and supporter contact details.
- Assisting with the processing of incoming mail and returned post.

## Desired Criteria

Good telephone manner

A positive and motivated team player

High levels of attention to detail

Basic computer skills and familiar with Microsoft Word, Excel and Outlook and using CRM Systems

Organised and focus-driven

Understanding and awareness of child safeguarding, data protection and GDPR

Able to demonstrate a commitment to our [Values and to Feminist Leadership Principles](#).

<b>General</b>	<p>Successful candidates will be expected to:</p> <ul style="list-style-type: none"><li>• 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 <a href="#">Plan International UK's values</a>, policies and procedures.</li><li>• Participate in training and other activities as requested</li></ul>
<b>Level of Safeguarding Responsibility</b>	<p>Standard – No direct contact with children, young people or programme participants day-to-day but responsibility for the management of child data.</p> <ul style="list-style-type: none"><li>• Represent Plan International's commitment to non-discrimination and safeguarding</li><li>• Report safeguarding concerns in a timely manner and co-operate in investigations as appropriate</li><li>• 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</li></ul> <p>A Basic DBS check will be required.</p>
<b>Date Created</b>	March 2026