INFLUENTIAL STARS

WHERE INFLUENCE MEETS IMPACT

Volunteer Charities & Crowdfunder Support Manager (Remote UK)

Organisation: Influential Stars
Location: Remote (UK based). London or Herts preferred (not essential)
Commitment: Flexible hours depending on organisational needs
Contract Type: Volunteer

About Us

Influential Stars is a purpose driven platform connecting creators, supporters, and causes through exclusive experiences and campaigns that raise funds for UK charitable organisations. We are a growing team committed to delivering meaningful impact through professionally managed experiences.

Our Story

Influential Stars was founded by Lisa Connell, who is living with an inoperable brain tumour and has spent many years raising awareness and support for UK causes. The platform was created from a deeply personal belief that influence, connection, and community can be powerful forces for good when brought together in the right way.

Volunteers play a vital role in helping turn that vision into real world impact, enabling experiences that raise funds, create joy for winners, and support charitable organisations across the UK.

The Role

We are seeking a compassionate, confident, and highly professional Volunteer Charities and Crowdfunder Support Manager to build and maintain relationships with charitable organisations, community groups, and individuals using crowdfunding pages.

This role involves guiding partners from initial contact through onboarding and maintaining ongoing rapport, ensuring they feel supported, understood, and valued throughout their involvement with the platform.

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Key Responsibilities

- Identify, approach, and invite suitable charities, community groups, and crowdfunding campaigns to join the platform
- Guide partners through the onboarding process from first contact to launch
- Build and maintain strong, trusting relationships with both organisations and individuals
- Act as a key point of contact for enquiries, support, and reassurance
- Maintain regular communication to sustain engagement and rapport
- Support individuals who may be experiencing difficult or traumatic circumstances with sensitivity and professionalism
- Coordinate with internal team members to ensure partners receive timely assistance
- Provide clear information about how the platform works and what to expect
- Maintain accurate records of communications and partnership activity using our CRM management system
- Ensure all interactions reflect empathy, professionalism, and respect

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Skills and Experience Required

Essential:

- Strong relationship management or engagement experience
- Excellent customer service skills
- Outstanding written and verbal communication skills
- Confidence communicating by phone, email, and online platforms
- High level of empathy and emotional intelligence
- Ability to communicate sensitively with people experiencing challenging circumstances
- Strong IT skills, including confident use of computer databases and standard office software (e.g. Word, Excel)
- Experience using a CRM or similar database system
- Highly organised with strong attention to detail
- Ability to work independently and manage multiple relationships
- Professional, reliable, and approachable manner

Desirable:

- Familiarity with HubSpot CRM (preferred but not essential as training will be provided)
- Experience working with charities, community groups, or support services
- Experience in partnerships, outreach, or fundraising roles
- Experience working remotely within a team
- Based in London or Hertfordshire for occasional in person meetings (not essential)

Working Arrangement

- Fully remote position
- Flexible working hours depending on organisational needs
- Occasional support calls or meetings with partners
- No travel required. However, if you choose to meet with partners in person, reasonable travel costs will be covered where possible
- Occasional (optional) in person team meetings

Why Volunteer With Us

- Play a vital role in supporting charities, families, and individuals during significant moments in their lives
- Help build partnerships that enable meaningful fundraising and impact
- Gain valuable experience in relationship management and community engagement
- Join a mission driven organisation at an exciting stage of growth
- Flexible volunteering that can fit around other commitments
- Opportunity to build meaningful professional relationships across the charity and community sectors

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Although this is currently a volunteer position, Influential Stars is actively working to grow the platform with the long term aim of creating paid roles. While we are unable to provide a timeframe and future opportunities will depend on the organisation's growth and incoming work, this role offers the chance to be part of that journey from an early stage.