



Mind (National Association for Mental Health)

Public Fundraising department

Volunteer description

Opportunity:	Community Fundraising Volunteer
Responsible to:	Community Fundraising Coordinator
Hours:	Flexible, suggested 3 days per week for four months
Located at:	Stratford, London

About the volunteering opportunity

We are recruiting for a Community Fundraising Volunteer who will volunteer in the successful Community Fundraising Team at Mind, with a specific focus on our flagship fundraising product, Crafternoon. This is an ideal opportunity for someone wishing to gain valuable community and events fundraising experience in a dynamic national charity, supporting the day to day work and development of a mass participation fundraising product. The role offers the opportunity to gain a working knowledge of how a new mass fundraising product is brought to market, as well as wider understanding of community and events fundraising.

We pride ourselves on our excellent stewardship to all our fundraising supporters, from phone calls, emails, newsletters, letters and post-event receptions. The Community Fundraising Volunteer will be involved with stewardship for Crafternoon, updating our database, managing fundraising materials and planning some communications. You will have the opportunity to undertake research projects and get some real experience with fundraising supporters.

The Community Team sits within the Community, Events and Fundraising Development Team within the Public Fundraising Unit and is made up of 30 fundraisers working across Mind's portfolio of fundraising events and products. The team raises approximately £10 million gross income per year for Mind's work.

Mind is committed to equality of opportunity for all staff, and applications from individuals are encouraged regardless of age, disability, sex, gender reassignment, sexual orientation, pregnancy and maternity, race, religion or belief and marriage and civil partnerships.

The role is flexible and we are looking for someone who can volunteer from our Stratford Office, East London for ideally, 3 days per week for four months. Although the post is unpaid, we can offer reimbursement of travel up to £15 per day and lunch expenses up to £5 per day.

How to apply

Send CV and cover letter to the Volunteering team, volunteering@mind.org.uk explaining why you are interested to volunteer for Mind and in this role. Please also state your availability and how soon you could start volunteering.

Areas you will gain experience

Administration

1. Assisting with day-to-day customer care of Crafternoon activities as required by the Community Fundraising team, e.g., e-newsletters, phone calls.
2. Assisting with ad hoc email communications and mailings (welcome packs, good luck cards etc) as required.
3. Sending out Crafternoon fundraising materials as requested by supporters.
4. Assisting with coordinating the Mind internal Crafternoon sessions.

Information management, monitoring and evaluation:

1. To ensure that full records of all contacts are maintained on the database in accordance with the team's requirements.
2. To research new developments/competitor research within the sector.

Stewardship

1. Assisting with incoming and outgoing phone calls and simple Crafternoon queries.
2. Contributing effectively as part of the Community and Events team, as well as the Fundraising Department as a whole.
3. Liaise with other Mind departments, Mind Retail, and Mind Cymru as appropriate with regard to community fundraising.

General:

1. You will be able to attend departmental and other meetings and in house training
2. To uphold and promote Mind's policies ensuring that their intention and spirit is followed throughout the Community and Events Fundraising team.
3. You will work towards maintaining the quality and consistency of Mind's message and for ensuring that all activity is undertaken in such a way as will not compromise the good name of Mind or its legal or financial liability.
4. You may be asked to undertake other tasks that may, from time to time, be necessary and compatible with the nature of this opportunity such as attending events.
5. Knowledge and understanding of mental health problems through direct or indirect experience.

Skills and experience for the Community Fundraising Volunteer

Skills you may already have

1. An interest in the voluntary sector & fundraising.
2. Experience of using Microsoft Office, including Word and Excel, email and internet for research purposes.
3. An understanding and acceptance of Mind's Equal opportunity policy.
4. Excellent interpersonal skills with the ability to liaise with others and work flexibly as part of a team.
5. Ability to maintain efficient office procedures, particularly with regard to record keeping.
6. Ability to prioritise and organise work.
7. Word processing ability including ability to lay out reports, etc.
8. Willingness to attend training courses as necessary, both internal and external.
9. Ability to communicate effectively, both verbally and in writing in English, including drafting routine letters.

Skills you may be looking to improve

1. Experience of creating email campaigns
2. Experience of using databases.
3. Experience of customer care and supporter stewardship.
4. Knowledge and understanding of charity fundraising practices and processes.
5. An interest in developing a career within the fundraising and/or voluntary sector.