

# SPINAL INJURIES ASSOCIATION

## SUPPORTER CARE AND DATA VOLUNTEER

Spinal Injuries Association (SIA) is the expert voice and leading source of support and information for people with a spinal cord injury and their families. The daily experiences of our members, - their concerns, challenges and aspirations – drive our work and our vision for a fulfilled life for everyone affected by spinal cord injury.

**Our Vision** – a fulfilled life for everyone affected by spinal cord injury.

**Our Purpose** - to be in partnership with the spinal cord injury community to create quality and equality of life by campaigning, educating and supporting.

SIA has credibility and expertise on spinal cord injury, an extensive network of contacts across the health and social care sectors, and support from a valuable range of individuals and corporate partners. We have the potential and the ambition to build further support and expand the reach and effectiveness of our services.

We are looking for volunteers who can offer assistance in this busy area. Providing quality administrative support to the team that will enable us to continue to run services smoothly and provide high- level assistance.

### AIM OF THE ROLE

- This role will work in conjunction with the Supporter Care and Data team and will play a vital part in helping to deliver SIA’s Supporter Care service.
- The aim of this role is to work within a small team to assist in the smooth running of the Supporter Care activities.

### TASKS AND RESPONSIBILITIES

- Collating membership packs as and when requested.
- Using the telephone that will involve dealing with enquiries relating to membership.
- General administration support including payment recording.
- Database entry on our centralised database Thank Q.
- Updating records and creating new ones on the database.
- Updating standing order payments on the database.
- Support with tasks around gift aid.
- Taking card payments including credit card.
- Assisting with the mailout of our Easter, Summer and Christmas appeals.
- Help process membership forms either in paper form or via the website.
- Assisting the team in keeping database records up to date.
- Contacting lapsed subscribers so that a high level of service for its members is achieved, and subscriber numbers continue to increase.
- Support the Individual Giving team with the promotion, processing and fulfilment of Christmas card orders for 2019.
- To deal with enquiries received from the Supporter Care team or Individual Giving Manager via a designated SIA email account.
- Maintaining confidential and accurate records in line with the principles set down in the Data Protection Act 1998/GDPR 2018.
- To take and maintain a professional approach to the role, and be a strong ambassador for the charity and its work.

## SKILLS AND EXPERIENCE

- Engaging and passionate about making a difference.
- Can maintain professional boundaries.
- Has a proactive approach in dealing with enquiries.
- Reliable and trustworthy.
- Non-judgemental.
- Sensitive, considerate and empathetic.
- Good communicator (verbal and written).
- Good interpersonal skills.
- Willing to use the phone and has an excellent telephone manner.
- Excellent attention to detail.
- Not essential (desirable) experience of processing and handling sensitive data.
- Has a working knowledge of Microsoft Word, Excel and other applications.
- Able and willing to work as part of a team and independently.
- Flexible.
- Friendly and approachable.

## YOUR COMMITMENT

In order to apply for this role you will need to:

- Have a good and relevant mix of skills.
- Be prepared to adhere to SIA Policies and Procedures.
- Be willing to commit to SIA's vision, mission and values.
- Willing to undertake training where necessary and relevant to the role.
- Ideally be able to commit to 1-2 days each week Monday, Tuesday or Fridays.
- Due to the time invested in training, we would ask for a commitment of at least 6 months.

## WHAT WE CAN OFFER YOU

There are many benefits to volunteering; here is why getting involved could be good for you!

- Volunteering can help develop new skills and enhance current ones.
- You will gain valuable work experience to add to your CV and future job applications.
- Volunteering is a way of meeting new people and can help build confidence not just in yourself but also in others.
- Getting involved could provide opportunities for you to engage with different aspects of SIA's work, such as campaigning or fundraising.
- We will provide you with any training necessary to the role.
- We will reimburse you for any out of pocket expenses.
- We will make sure that you feel supported in your role.
- We will do our best to ensure your volunteering experience is both rewarding and enjoyable
- Provide an opportunity for you to share your skills and knowledge with others.

## Interested in making a difference?

If you feel that you have the required skills and attributes that we are looking for please contact our HR & Volunteer Coordinator, Jen Sims on 01908 604191 or email her at [j.sims@spinal.co.uk](mailto:j.sims@spinal.co.uk) for an informal chat.