

CRM and Member Engagement Volunteer Role Description

Hours required: 6 hrs a week (can change after initial training)

Location: SIA House, Milton Keynes

Commitment: 1 or 2 days (flexible, can be 2 hours a day etc.) a week for 3 months
Monday-Thursday between 9-3pm

Team: You will be working in the CRM and Member Engagement team

Headline: An opportunity to gain Customer Relationship Management (CRM) database and data entry experience. Also a chance to gain experience working in an office environment.

Tasks and responsibilities:

- Copy documents links into the CRM
- Open a new enquiries and notes in the CRM
- Copy links from patients' folders (word documents)
- Amending contacts preferences in the CRM using data from excel

Benefits of volunteering in this role:

- This will be an opportunity to gain MS Dynamics 365 and data entry experience
- Update systems with accurate information.
- Support our charity
- Better experience of using the CRM by completing historical data

Necessary skills/experience:

- Punctuality
- Organised
- must be computer literate with MS office suite (word and excel) experiences.
- Some software knowledge would be beneficial but not essential as training will be provided.

The process:

- Complete an SIA volunteer registration form found on the website or email hr@spinal.co.uk for a Word document version.

- A copy of your CV will be requested, or please email along with your application form to hr@spinal.co.uk
- Informal chat at SIA House (less than 30 mins) We want to meet you, get to know a little more about you and find out why you want to become a volunteer. It is also an opportunity for you to ask questions about the role and what your activities may look like.
- If you are selected and offered the role, we will send you all relevant paperwork to get you signed up, and you will need to complete a DBS check. If you have a criminal record it won't necessarily prevent you from becoming a volunteer. We'll consider each case individually.
- We will also ask you to provide two referees.
- You will start your training - there are some mandatory online courses all volunteers need to attend and you will receive the relevant role specific training throughout your time with SIA.
- You will have a specific volunteer supervisor you will work with and who will support you during your volunteering.
- Get started! We will invest in you so please be prepared for ongoing training and support.

Other

- Reasonable travel expenses will be covered by SIA. This will be discussed with you during the application process.

If this is something you want to be part of, we'd love to hear from you!

Contact:

If you would like any more information or would like to discuss the role further, please contact Catherine Stribling c.stribling@spinal.co.uk

Spinal Injuries Association
SIA House
2 Trueman Place
Milton Keynes
MK6 2HH

Registered charity number: 1054097