



RSPCA Lancashire East Branch

Your LOCAL branch, caring for LOCAL animals

Registered Charity No: 232253

Role Outline - Volunteer Fundraiser

Volunteer Role:	Volunteer Fundraiser
Charity:	RSPCA Lancashire East Branch (Reg. Charity No: 232253)
Location:	RSPCA Lancashire East Branch Animal Centre Nearer Holker House Farm Enfield Road Altham Accrington BB5 6NN
Reports To:	Senior Management Team (SMT)/duty manager or nominated employee

1. Overall Purpose of the Role

To organise fundraising activities and events to raise funds and promote awareness of the Branch, animal centre and charity shops and its charitable activities

2. Principal Responsibilities

General Fundraising & Promotional Events

To be an active member of the fundraising team and assist the SMT in the organisation of fundraising and promotional events, this may include the following volunteer activities:

- To support the organisation of Branch fundraising events and open days
- To assist the promotion of third party events from which the Branch will benefit (e.g. sponsored events, tombola/table tops sales, collection boxes, in store events)
- To collect & replace charity collection boxes and develop the collection box network, returning the sealed & unopened boxes to the animal centre for processing
- To promote fundraising activities via online, broadcast and physical media (e.g. social media, TV/radio, posters & leaflets)

Customer Care

- To treat customers in a polite, friendly, positive and helpful manner
- To refer any customer complaints to the relevant member of the SMT/duty manager

Maintenance

- To report any faulty or damaged equipment to the relevant member of the SMT/duty manager

Observation, Reporting and Record Keeping

- To assist the SMT with the maintenance of the fundraising and donor records ensuring GDPR compliance
- To maintain records, registers and statistics as required by management

Security

- To ensure that the allocated work area is clean, tidy and secure
- To clear fundraising locations after use, including the removal and disposal of litter/waste
- To ensure all monies are kept safe and accounted for
- To ensure that the Branch premises are secured when entering/leaving premises

Health & Safety

- To complete all relevant health & safety training, including online training modules

While at work staff & volunteers are required:

- To take care of their own health and safety and that of others who may be affected by their acts of omissions
- To ensure that they follow all procedures laid down in the health and safety manual and as instructed.
- To cooperate with all Branch and Society policies and procedures for health & safety
- To report any health and safety concerns to the relevant member of the SMT/duty manager

General

- To attend volunteer meetings and undertake volunteer training courses (online and face-to-face) as required
- To drive Branch vehicles as required (n.b. age restrictions apply)

3. Role Context

- Work is assigned by the relevant member of the SMT/duty manager or nominated employee
- Work is carried out in accordance with Branch procedures which are governed by the RSPCA licensing regime, the Society's veterinary guidelines and other relevant RSPCA policies, procedures and advice
- Volunteers are supported by the relevant member of the SMT/duty manager or nominated employee

4. Training & Support

- Training in the specific role will be provided as part of the volunteer induction process
- All volunteers are required to undertake basic online Health & Safety (H&S) training as part of the volunteer induction process: this is a requirement of our insurers and upon completion ensures the volunteer is covered by our insurance provider (n.b. we can facilitate access to online training if you are otherwise unable to access the course)
- Volunteers are encouraged to sign up for the Learning Hive (the RSPCA's online training facility), which gives them access to a range of RSPCA training courses, including RSPCA standard procedures training

5. Additional Information

- Volunteers may, on occasion, be asked to assist staff & volunteers with other activities at the Branch
- The role may involve the lifting and carrying of heavy items

(n.b. this role outline is a statement of the volunteer role as of September 2022. It should not be seen as precluding future changes that may be deemed necessary by management or the Trustees)

Person Specification

Volunteer Role: Volunteer Fundraiser

<i>Requirements</i>	<i>Essential</i>	<i>Desirable</i>
<i>Education</i>	GCSE or equivalent in Maths and English	NVQ Level 2 in Customer Service (or equivalent proven knowledge & experience)
<i>Experience</i>	Experience in helping at fundraising events	<p>Previous experience as a volunteer</p> <p>Previous experience in the charitable sector</p> <p>Experience of working with volunteers</p> <p>Experience of working with the general public and/or in a customer care environment</p> <p>Experience in event organisation and management</p>
<i>Special Skills & Knowledge</i>	<p>Good oral and written communication skills.</p> <p>Good interpersonal skills including the ability to communicate at all levels</p> <p>Proven ability to work under direction but equally able to use their own initiative</p> <p>Proven ability to prioritise workload</p> <p>Basic IT skills (ideally with demonstrable experience in Google Docs/Sheets), use of email and social media</p>	<p>Knowledge of animal welfare issues, particularly as they relate to RSPCA policy and practice</p> <p>Basic knowledge of health and safety regulations</p> <p>Experienced user of social media channels with the ability to post positive promotional messages</p> <p>Experience in website design</p>
<i>Personality & Disposition</i>	<p>Demonstrable willingness to learn and acquire new skills through training</p> <p>Personable and with an open, positive approach to new ideas coupled with drive and enthusiasm</p> <p>A flexible and collaborative approach to colleagues both staff and volunteer</p> <p>Honest, trustworthy and reliable</p>	Ability to remain calm under pressure
<i>Special Circumstances</i>	<p>Sympathy for animal welfare and the work of the RSPCA</p> <p>Willingness to help at fundraising and promotional events (often held on evenings/weekends)</p>	<p>Full valid UK driving licence</p> <p>Willingness to drive the Branch vehicles</p> <p>Ability to assist with the physical preparation of fundraising events (e.g. carrying boxes, the erection of tents/gazebos)</p>