

## **Volunteer Admin Assistant - Membership**

### **How you will make a difference**

CCHC provides practical, emotional and social support to those affected by cancer, who visit the Centre physically or virtually, with a holistic approach to wellbeing: Mind, Body and Spirit.

You will play a key role in helping CCHC maintain and operate our membership. Visitors to The Centre are known as 'Members' and can choose to pay a voluntary subscription. These donations allow us to continue to provide valuable support to all members. All members are recorded on our database, you will play a vital role in ensuring that our members are easily contactable by keeping the database up to date and complete.

### **What will you be doing?**

You will assist with the annual membership renewal bulk mailing, using our excel database to create a report of appropriate contacts. You will send renewal letters via email or print and post hard copies using mail merge to create address labels.

You will process renewals and new memberships, updating our contact database with member details, check GDPR permissions have been given, add the new member email address to our regular newsletter list, record membership donation and ensure all payments are handed to Centre Manager. You will file membership forms as directed by Centre Manager.

You will update our contact database with any ongoing changes to details as notified by members.

You will make up new member packs, printing appropriate documents as required.

There is an opportunity to combine this role with other Cambridge Cancer Help Centre volunteering roles if desired.

### **Where will you be volunteering?**

You will volunteer at The Centre.

### **What time commitment do you need to make?**

You will need to be available for approximately three hours per week year-round, days and times to be mutually agreed, with extra availability when annual membership renewals are



sent out in bulk. The hours may be variable depending on the volume of renewals/new members and updates we receive.

### **What skills and qualities will you need?**

To be confident using Microsoft Excel, Word and email.

To be able to communicate effectively.

To be trustworthy.

To be reliable.

To be willing to work independently liaising closely with staff and/or Trustees.

To be able to deal with confidential information.

To be flexible to meet the time demands of the role.

To be empathetic and sensitive in situations where you may have contact with our members.

### **What training and support will you be offered?**

A named supervisor for regular contact.

A volunteer agreement.

An induction with an introduction to the charity, the role and our policies.

Group training refresher sessions.

The opportunity to meet other volunteers and attend volunteer meetings.

1:1 supervision meetings for longer term volunteers.

The Centre will arrange for a DBS certificate application.

### **Can I claim expenses?**

You will be entitled to claim reimbursement of reasonable travel expenses subject to our agreed policy.

For more detail about this role, or to receive an application form, please contact Lorna Gough: [contact@cambridgecancerhelpcentre.org](mailto:contact@cambridgecancerhelpcentre.org)

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