

# Volunteer Role Description

## Volunteer Role Title: Office Volunteer

Department: Fundraising

Responsible to: **Volunteering Manager – Ian Corpuz**

Email: [Volunteering@dkms.org.uk](mailto:Volunteering@dkms.org.uk)

Telephone: 020 8747 5657

Location: **Head Office, Chiswick Park**

### About us

DKMS is a charity dedicated to the fight against blood cancer and blood disorders. We raise awareness, recruit blood stem cell donors to the register and raise funds to help give more people with blood cancer a second chance of life.

We also support patients from day one of their diagnosis, as well as their families and friends who often wish to organise events to encourage more people to join the register. This is a really positive way to get involved, and help to rally community support and provide hope at a time when it's so needed.

### About the role

The role of the office volunteer will be to support each department with administrative duties, you will support the different teams in a number of ways: supporting with data entry for GDPR projects and ongoing fundraising processes, assisting the logistics team with swab processing and preparing merchandise, including event packs for Donor recruitment drives and support with quality checks of documents received at events.

### **We're looking for someone passionate about fighting blood cancer and blood disorders, to join with us to:**

- Ensure the group fulfils the principles of DKMS UK
- Responsible for opening returned swabs and directing post to relevant departments
- Support with uploading and in inputting GDPR slips to relevant databases and systems
- Working with Customer Service team to update inventory
- Packing event boxes for Donor Recruitment drives
- Checking Swab forms for DR team they are complete and accurate when received.
- Support other department data entry tasks
- Welcoming and supervising the reception area during busy times
- Supporting with ad-hoc tasks to support the charity when necessary

DKMS, Ashburnham House, Castle Row, Horticultural Place, London W4 4JQ.

Tel: 0208 747 5657 Email: [volunteering@dkms.org.uk](mailto:volunteering@dkms.org.uk) web: [www.dkms.org.uk](http://www.dkms.org.uk)

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## **Minimum Time Commitment**

Volunteers will ideally commit to a minimum of one day a week. The placement will ideally last for a minimum six months. Days are flexible and negotiable to suit the volunteer.

## **Skills/Experience**

- Good administrative and organisational skills
- The ability to work on your own initiative and as part of a small team
- Good IT skills including the ability to use Microsoft packages
- Honest and reliable
- Good communication skills
- Possess good people skills
- Good interpersonal skills
- A genuine interest and desire to support the work of DKMS UK

## **What you can expect from DKMS**

### **We'll be here to support you in your role and will provide you with:**

- Comprehensive training and support from the DKMS team
- Material to support your voluntary activities
- Guidance to ensure all fundraising regulations, charity law and regulations are met and reflect best practice
- Recognition of your work and achievements
- An opportunity to feedback on your experience and shape the future development of the program
- A professional reference from an international charity (after 6 months with us)
- Lunch and travel expenses reimbursed when certain criteria are met when volunteering.

## **Other Benefits**

You will develop and sharpen many skills including:

- Customer relations skills
- Develop administration skills
- Gain experience in the charity sector
- Inputting, analysis and reporting skills
- Use of Microsoft packages and other CRM databases
- Volunteering in the community
- Gain experience in data entry

## **Find out more**

If you would like to know more about the role before applying please contact us on 020 8747 5657 or email: [volunteering@dkms.org.uk](mailto:volunteering@dkms.org.uk)