



Legacy Administrator Volunteer Direct Marketing Team

Role Summary:

This is a rewarding role at Great Ormond Street Hospital Children's Charity's Head Office for a data-minded volunteer within part of the Direct Marketing, Retention and Donor Development Team. You will play an important part in our team, making and responding to calls and managing emails from supporters. You'll be helping with open days and local events and providing personal stewardship to our amazing donors.

Great Ormond Street Hospital is acknowledged as one of the world's leading children's hospitals. Children are referred from all over the UK and overseas and are often in need of treatment for the most complex and life-threatening illnesses. Working in partnership with the UCL Institute of Child Health, the hospital is the largest paediatric research and training centre in the UK and one of a very small number of internationally recognised centres of excellence in the field of child health.

Great Ormond Street Hospital Children's Charity works in very close collaboration with the hospital and UCL Institute of Child Health and exists to fundraise on their behalf. This affords our teams a fantastic opportunity to learn about the key issues being addressed by one of the world's leading children's research hospitals and play their part in making some of this remarkable work possible. The charity needs to raise at least £100 million every year to support the hospital's pioneering and life-saving work, and legacies play a vital role within this.

Main duties and tasks

Open days

- Log enquiries from supporters on Salesforce, our database
- Produce invitations and mailings prior to events
- Schedule hospital staff attendance and send reminders
- Thank hospital staff and volunteers
- Send follow up communications to event attendees and no shows

Outreach programme – administration

- Liaise with Volunteer team to manage attendance
- Collate tracking reports
- Capture data from outreach talks
- Send personalised fulfilment if requested

Personalised stewardship

- Assist with team emails
- Send personalised letters to our supporters

Volunteer role profile



- Help maintain our database
- Make calls to our supporters to say thank you

Back up for talks

- Attend local events with the Legacy Development Manager and have opportunities to act as a replacement for outreach talks if required (optional)

Desirable skills and experience

- Experience in customer care
- Experience in general office administration
- English/ Maths GCSE Level or equivalent
- Excellent written skills and an understanding of tone of voice and a good phone manner
- Good computer skills – Microsoft Office
- Ability to record information accurately
- Experience in a fundraising environment
- Experience of working confidently with databases (ideally Salesforce)
- Ability to work as part of a team and on own initiative
- Willingness to undertake any training required
- A passion for the work of Great Ormond Street Hospital

We will provide

- Ongoing support from your volunteer manager
- An induction to Great Ormond Street Hospital Charity
- Training relevant to the role including Salesforce database
- Knowledge of the charity sector
- Opportunity to shadow staff giving talks to community groups
- Insight into a world-class hospital
- A tour of Great Ormond Street Hospital
- Reimbursement of travel expenses to and from the office – please note if you will incur travel expenses please advise us in advance
- Meal allowance up to £5
- References can be provided

Hours

Flexible days. Hours are flexible between 9am and 5.30pm.

Length of commitment sought

- We are looking for a volunteer who can commit one day per week of a minimum of four to six hours (including a lunch hour). Alternatively, if you are able to commit to two days or more per week, please also make this known on your application.
- We are looking for a minimum of three months commitment.

Volunteer role profile



Location

Great Ormond Street Hospital Children's Charity, 40 Bernard Street, London WC1N 1LE.

Volunteer responsible to

The Senior Stewardship Executive will be responsible for supporting, supervising and managing the volunteer.

This document is not a set of terms and conditions, or contract, but a comprehensive guide indicating tasks and skills attributed to the role. Great Ormond Street Hospital and the charity are regulated organisations and, as such carry out criminal record checks against the Violent and Sex Offender Register. If you're successful you will be asked to complete a confidentiality agreement and volunteer agreement.

If you have any questions relating to this role, please email volunteering@gosh.org

Volunteer role profile