**Volunteer Role Description**

Thank you for your interest in volunteering with Sight Support West of England and Wiltshire Sight! We rely on the help and dedication of volunteers to support the wide range of services that we provide, and we recognise the huge contribution our volunteers make to the effectiveness of our organisation.

**Role:** Supporter Care Assistant

**Location:** Devizes office

**Purpose:** As a small charity we rely on the generosity of our supporters and the local community. Every penny raised really does make a huge difference to the services we provide. We are incredibly grateful to all our supporters and looking after them is vital to our financial future. It costs much more to recruit a new donor than to ensure we retain the ones that we have, and it also helps to protect our reputation. We are looking for an organised and friendly person to support our Fundraiser in providing excellent care to our supporters.

**What you will be doing?**

* + Writing personalised thank you letters and checking them for errors
	+ Collating items for our welcome packs and mailing them out
	+ Scanning and saving paperwork into our database – such as Gift Aid declarations
	+ Other ad hoc admin tasks, as requested by the Fundraiser

**What skills and experience are needed?**

* Good literacy skills, with an attention to detail would be desirable
* A reasonable knowledge of IT - i.e., confident in the use of Microsoft Office, particularly Word
* A team player who is able to work independently once given training

**What will you gain from the role?**

* The knowledge that you have helped to make a real difference to the lives of people living with sight loss in the region through retaining vital donors
* Experience of working in a friendly team
* Transferable experience in fundraising, particularly in Individual Giving, Supporter Care and Community Fundraising

**What support will be given?**

* Induction and role-specific training
* Understanding Sight Loss Training
* Expenses
* Supervision and support from the Fundraiser and Volunteer Coordinator
* Additional training as appropriate

**When and how often will you be needed?**

This can be flexible to fit around your existing commitments but we hope you can come into the office weekly, for about half a day.

**References**

Two references and personal ID required prior to starting in role