



WorldHorseWelfare

Role Outline for Supporter Services Volunteer

Responsible to

You will report to the Senior Supporter Services Officer who is responsible for your supervision.

Your impact

As a Supporter Services Volunteer, you'll play an important role in supporting the smooth running of the charity's fundraising operations. By assisting with incoming donation post, preparing membership packs and sending out letters, your support will help the team operate efficiently and strengthen the experience we provide to every donor and member.

What you will gain

You'll join a friendly and supportive team, have the chance to meet new people, and make good use of your organisational and administrative skills. Most of all, you'll experience the satisfaction of making a real contribution to our cause.

Your key tasks and activities

- Opening and sorting incoming donation post
- Help in making up supporter membership welcome packs
- Assist in the preparation of sending supporter letters
- Other ad hoc tasks when required

The skills, attitude and experience you need

- Good organisational and administration skills
- Happy to work as part of a team
- Flexible approach
- Keen eye for detail
- Responsible and trusting

How we'll support you

Training will be provided by the Supporter Services team and you will always be with a member of staff who will be happy to answer any questions or provide support when needed.

Expected standards of behaviour

Whilst volunteering with World Horse Welfare we ask that you follow our Volunteer Policy, respect decisions regarding our staff, volunteers and the horses in our care, and treat all visitors, volunteers and staff in a polite and friendly manner. We greatly value your contribution, but if your actions negatively affect our work or reputation, we may need to end your volunteering agreement.