

JOB DESCRIPTION

ROLE	Volunteer Journey Intern
LOCATION	Raleigh head office, London
SALARY	£14,251 pro rata (6-9 months)
REPORTS TO	Volunteer Journey Manager
CLOSING DATE	21st March 2019
INTERVIEWS	2nd & 3rd April 2019
START DATE	ASAP

Introduction to Raleigh International

Today, more people than ever before are working together to create sustainable change around the world. Despite this, there is much more work to be done.

Raleigh International connects communities wanting to improve their lives and their environment with passionate people from around the world who want to take positive action.

We believe that when local communities and young people work side by side to create positive change, it empowers them. And it's the energy and motivation of empowered people that creates lasting change

We're a youth driven sustainable development charity, creating meaningful and long-lasting development impact. Our programmes focus on youth in civil society, livelihoods, natural resource management, and water, sanitation and hygiene.

Our way of working to achieve impact in all of these areas is by engaging young volunteers. We develop national youth led programmes and run Raleigh Expedition for international volunteers, Raleigh International Citizen Service (ICS), and Skills Based Volunteering programmes.

We work in partnership with communities, non-governmental organisations (NGOs), governments, and corporate partners in Costa Rica, Nepal and Tanzania. Since our foundation as a charity in 1984, Raleigh volunteers have become a global community of more than 42,000 people committed to building a sustainable future.

The Raleigh Brand

Our Vision – the world we want to see

A global community working to build a sustainable future

Our Mission – why we exist

To create lasting change through youth

Our Values – how do we behave?

Our values are at the heart of our work. They guide how we do what we do. They are shared by our staff, supporters, volunteers, project partners and the communities with whom we work.

- **Find the courage**

We find the courage to step out of our comfort zone and create change.

- **Never give up**

We have the grit, determination and resilience to get the job done.

- **Open to discovery**

We are open-minded to trying new things and learn from one another.

- **Act with integrity**

We act with honesty and respect, and we take responsibility for doing what we say.

- **Create impact together**

We seek to maximise long-lasting impact in everything we do.

The Team

The Volunteer Journey team (VJT) sits within the Expedition team, who are responsible for the marketing, recruitment and pre-departure support of Expedition volunteers and volunteer leaders. VJT works to ensure all volunteers are supported on their pre-departure journey and safe to go overseas, including ensuring that all volunteers have reached their fundraising targets, have completed medical and safer recruitment checks, and through training and support they are prepared to start their Expedition. VJT also recruits, assesses and allocates appropriately skilled leaders to support the delivery of our overseas programmes.

Overall Purpose of the Role

To work with the Volunteer Journey Team in two key areas:

Volunteer Support

Working with the Volunteer Journey Manager and Volunteer Coordinators to support Raleigh Expedition volunteers and volunteer managers during their pre-departure volunteer journey. Responsibilities will include responding to enquiries; providing specific and detailed information about our programmes and the requirements of different roles over the phone, email and in person; and providing a high level of customer service to engage and motivate volunteers whilst also ensuring that they complete the necessary administrative processes on time and prior to departure. These processes include attending training events; reaching fundraising targets; and submitting all essential information including medical forms, vaccination forms, passport details, visa application information and flight details.

Administrative Support for Leader Recruitment

Working collaboratively with the Volunteer Journey Manager and Volunteer Recruitment Officer (Leaders) to support the safer recruitment of leaders for Raleigh's overseas programmes. This includes supporting the logistical and administrative requirements of UK based assessment and training events, as well as ensuring all volunteer leaders have references and DBS clearance.

Principle Accountabilities and Responsibilities

Customer Service:

- Provide excellent customer service to volunteers through their Raleigh journey, from initial enquiry through to application, assessment and placement.
- Handle telephone and email enquiries in a professional and timely manner, overseeing the shared email inboxes and online enquiries.
- Support and guide volunteers through the administrative processes required to participate in Raleigh's programmes.
- Engage and enthuse volunteers about their overseas programme in accordance with the volunteer journey communications plan.
- Complete effective and accurate maintenance of volunteer records on CRM database (NetSuite).

Delivery:

- Support at recruitment, assessment and training events including but not limited to fairs, information events, Expedition Discovery Weekends, bursary application events, training and residential events.

- Contribute to the regular review of the provision of information and training at different stages of the volunteer pre-departure journey.
- Maintain and develop resources to assist volunteers in their preparation for programmes.

Administration:

- Request and process references for volunteer leaders.
- Request and process DBS / police checks for volunteer leaders.
- Ensure that required pre-departure operational processes and activities are completed successfully before volunteer departures, including securing visas, DBS clearance and medical clearance.
- Provide administrative support for assessment and training events – including printing registers, next of kin details, and preparing training resources.
- Collate feedback and evaluation forms following events.
- Contribute to the development of internal systems and processes.
- Share best practice, ideas, learnings and successes within the team and organisation-wide to maximise the effectiveness of recruitment and volunteer support activities.
- Undertake ad hoc administrative tasks as required by the Volunteer Journey Manager.

Person Specification

Essential:

- Ability to provide excellent customer service to a wide range of applicants, volunteers and next of kin.
- Ability to manage varied workloads, take initiative, problem solve and use methodical working practices.
- Excellent attention to detail.
- Enthusiastic and energetic, with a 'can do' attitude and a positive and flexible approach to work.
- Ability to work collaboratively within a team and across departments.
- Willingness and availability to attend evening or weekend activities and a flexible approach to the hours worked to meet the demands of the role.
- Understanding of the need to maintain confidentiality over personal information relating to Raleigh staff and volunteers.
- Strong IT skills (Microsoft Office).
- Understanding, commitment and passion for Raleigh's work.

Desirable:

- Knowledge and understanding of Raleigh International's programmes
- Experience as a volunteer on a Raleigh Expedition (or similar programme)
- Experience with recruitment procedures
- Experience of supporting or managing volunteers
- Experience of working with databases (eg. Netsuite)

Other Information

Holiday entitlement

The holiday entitlement for full-time staff is 25 working days per year, plus 8 public holidays. Part-time staff receive a pro-rated entitlement.

Office hours

Normal office hours are Monday to Friday, 9.00 am - 5.00 pm, though staff can vary their start and finish times between 8.00 am – 4.00 pm and 10.00 am – 6.00 pm.

Weekend, early morning and evening working may be required in the following circumstances: to attend events and meetings, or on overseas field trips.

Employment eligibility

To be considered for this role applicants must have British Nationality or have a right to live and work in the UK.

Safeguarding and Vulnerable Adults

Raleigh International is committed to ensuring the health, safety, welfare and development of all young people with whom it works regardless of gender, age, stage of development, disability, sexual orientation, religion, culture or ethnicity. All participants who take part in activities organised by us should enjoy taking part in these without fear of harm. We guide all staff and volunteers to show respect for and understanding of young people's rights and their safety and welfare and by so doing, conduct themselves in a way that reflects our principles.

Anti-Corruption Policy

It is Raleigh International's policy to conduct organisation business honestly, and without the use of corrupt practices or acts of bribery to obtain or receive an unfair advantage.

Raleigh is committed to ensuring adherence to the highest legal and ethical standards of organisation conduct. This must be reflected in every aspect of the way in which we operate. We must conduct all our dealings with integrity. Bribery and corruption harms the societies in which these acts are committed and prevents economic growth and development.

Any breach of Raleigh's policy will be regarded as a serious matter and will be dealt with under our disciplinary procedure. In serious cases, it may be treated as gross misconduct leading to summary dismissal.