JOB DETAILS

<table>
<thead>
<tr>
<th>Position Title</th>
<th>Volunteer Journey Intern</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reports to</td>
<td>Volunteer Journey Manager</td>
</tr>
<tr>
<td>Department</td>
<td>Expedition Team</td>
</tr>
<tr>
<td>Location</td>
<td>Raleigh UK Office, London</td>
</tr>
<tr>
<td>Contract</td>
<td>Full time – 6 month contract</td>
</tr>
<tr>
<td>Salary</td>
<td>£16,216 (per annum, pro rata)</td>
</tr>
<tr>
<td>Other benefits</td>
<td>See Recruitment Pack</td>
</tr>
</tbody>
</table>

JOB PURPOSE

The Volunteer Journey Intern is part of a team that recruits volunteer leaders, and provides information, support and responds to enquiries from all volunteers to ensure that they are ready and prepared for their volunteering programmes (Expedition and our newest programme, Re:Green). We are getting ready to post our volunteers and need support to get these programmes running.

The Team ensures all volunteers are supported on their pre-departure journey and safe to go on a Raleigh programme, have reached their fundraising targets, have completed medical and safer recruitment checks, and through training and support they are prepared to start their programme.

JOB CONTEXT

Now is the moment to renew, refresh, revitalise and relaunch our core volunteering programme, Raleigh Expedition, and to launch our new Re:Green programme – both must meet the challenges faced by this generation of young people. We will ensure all of our programmes continue to engage and ignite the passions and continued contribution of volunteers around the world.

Raleigh Expedition has over 35 years' experience of delivering meaningful leadership development programmes and creating impact with communities around the world. The programme remains unique in its global scope, history and ambition. It provides a solid foundation on which to continue and help young people meet the challenges of the post Covid-19 world.

We will apply our new vision, mission, and theory of change to our programmes. We will review our financial model, delivery format and look at how we can embrace new technologies. We will ensure we develop a truly inclusive programme, reaching a broader audience and engage a more diverse range of young people. We will focus on the views of young people in our global consultation so that Raleigh Expedition and Re:Green is fit to help them deliver their vision for the world. We will support young people from across the world by building their skills, broadening their horizons and global outlook, and developing their values through challenge-based experiential learning. We will support young people to develop themselves, find their people and the issues they care about, and understand their place in the world. We will ensure our volunteering programmes remain a key pathway to continued engagement of future generations of contributors, collaborators, and initiators of change.

Change starts here.

Links

- [Tomorrow is Too Late](#) – the research findings of a global consultation with young people
- [Now is the Moment](#) – Raleigh International’s 2020 to 2021 Bridging Strategy
- [Action Not Excuses](#) - a global youth-led environmental campaign supporting 100,000 young people to create green jobs, fight for zero waste and pollution, and reverse deforestation.
**KEY ACCOUNTABILITIES:**

### Overall Purpose of the Role

**Volunteer Support:**
Working with the Volunteer Journey Manager and Volunteer Journey Officer to support Raleigh Expedition and Re:Green 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
- 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
- processing and tracking information received by volunteers during their pre-departure journey

These processes for volunteers include:

- attending training events
- reaching fundraising targets
- submitting all essential information including medical forms, passport details, visa application information, travel and insurance details

**Administrative Support for Leader Recruitment:**
Working collaboratively with the Volunteer Journey Manager and Volunteer Recruitment Officer (Leaders) to support the safer recruitment of volunteers and leaders for Raleigh’s programmes. This includes:

- supporting the logistical and administrative requirements of UK based / online assessment and training events
- ensuring all volunteer leaders have references and DBS clearance

### Principal 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.
- Complete effective and accurate maintenance of volunteer records on CRM database (NetSuite).

**Delivery:**

- Support at assessment and training events, currently all carried out online, including but not limited to Expedition & Re:Green assessment events and training 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.
• 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).

Employment Eligibility

 To be considered for this role applicants must have British Nationality or have a right to live and work in the UK.
Equity, Diversity & Inclusion

Raleigh International welcomes applicants from all backgrounds, and we are keen to ensure our teams reflect the diversity of the UK and the young people we work with. We are dedicated to greater diversity and inclusion within our own organisation and strive to provide equal opportunities to people of all races, ethnicities, religions, genders, sexual orientations, gender identifications and abilities. We have a ‘fair recruitment and selection’ policy to help us ensure that our recruitment processes are conducted in a fair, non-discriminatory and legitimate manner. We encourage applications from underrepresented groups to help us deliver our exciting new strategy.

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.

Safety & International Operational Support