



Volunteer Community Executive

CoppaFeel!

Hybrid working, Boob HQ London

Full time – 37.5 hours per week

Start date – November 2023

£27,000

About the role

CoppaFeel! is looking for a Volunteer Community Executive to support the delivery of our volunteering programmes. This role provides administrative support to our volunteer programmes.

The Volunteer Community Executive will sit within the CoppaFeel! Education Team and will work closely with the Volunteer Community Manager. They will support volunteer recruitment and onboarding; induction and training; support and supervision; and reward and recognition.

Volunteers are at the heart of our community value and play a vital role in helping us to deliver our key education programmes. The main aim of this role is to ensure our volunteers have a positive experience during their time with us and are supported to spread our lifesaving message.

About our volunteer community

We have over 250 volunteers involved in our core education volunteer programmes as well as opportunities across fundraising and events. Our volunteers include university students, former fundraisers and supporters.

Some of our volunteers have a breast cancer diagnosis, and may still be undergoing treatment, or have a personal experience – whether a scare, preventative surgery or a close connection to the disease through family or friends.

About CoppaFeel!

CoppaFeel! exists to educate and remind every young person in the UK that checking their chest isn't only fun, it could save their life. We are the first breast cancer charity in the UK to create awareness amongst young people, with the aim of instilling a new healthy habit that could one day save their life. We are a small team which, collectively, has one almighty big voice. We were founded out of a need to right wrongs, and when we hear of more people diagnosed late, or young people dying from this disease, we know there isn't a more powerful reminder to get up and get out of bed every morning.

CoppaFeel! is about more than discovering a cancer diagnosis. It's about empowering ourselves to be proactive about our own health and body, as well as our outlook on life. It's about knowing your boobs; knowing that if you do find something, you know what to do and if found early, you have many options. Put simply, breast cancer does not need to be detected late, and as long as we are here and continue to be supported by people like you, we will do all we can to make sure this doesn't continue to happen.

POSITION IN ORGANISATION

Reports to Volunteer Community Manager

Sits within the Education Team but works across all teams

DUTIES AND RESPONSIBILITIES

- Oversee the day to day administration of volunteer programmes
- Be the key contact and link between volunteers and external organisations who wish to book an awareness talk, stall or other volunteer-involving activity
- Communicate with volunteers, assisting with questions and requests through the management of shared email inboxes
- Coordinate volunteers using our volunteer management platform and related digital tools
- Coordinate internal volunteer communication including eNewsletters, social media scheduling and community management
- Support the Volunteer Community Manager with the recruitment, induction and onboarding of volunteers, including support with in-person training and community events
- Support the thanking of volunteers across the teams, taking an active role in

CoppaFeel! thanking events, gifting and post

- Maintain volunteer records using our database and report against volunteer activity
- Manage volunteer kit including monitoring stock, ordering and reviewing resources
- Process volunteer travel and expense claims
- Assist with writing and updating website content
- Assist with the set up and delivery of new projects and volunteer opportunities

SKILLS & EXPERIENCE

Essential

- Outstanding administrative skills
- Experience in customer or user facing roles
- Outstanding organisational skills to manage conflicting priorities
- Outstanding time management skills with the ability to plan and meet deadlines
- Excellent communications skills
- Strong IT skills, with the ability to pick up new systems quickly
- Ability to work effectively with colleagues at all levels across the organisation
- Ability to work unassisted and be self motivated
- Ability to handle confidential or sensitive information
- Friendly and approachable with the ability to quickly build and maintain strong working relationships

Desirable

- Experience of working in the charity sector
- Experience of working with volunteers
- Experience in working with individuals facing health challenges, demonstrating empathy and sensitivity to their unique needs and circumstances
- Experience using database software
- Experience of adhering to GDPR and wider data protection requirements
- Knowledge of Volunteer Management

MAIN BENEFITS, TERMS AND CONDITIONS

Annual Leave: 22 days annual leave (+ public holidays, 1 day of leave on your birthday and our Founder's Cancerversary)

Benefits: Flexible working, Wellbeing Fund, Employee Assistance Programme (EAP) and access to Self Space training and 1:1 therapy. For full benefits visit our [Jobs page](#).

Notice Period: 2 months

Due to the nature of working with volunteers some evening and weekend work will be required.

CoppaFeel! welcomes applications from black, Asian and minority ethnic candidates, LGBTQ+ candidates, candidates with disabilities, and from men, because we would like to increase the representation of these groups within the charity. We promote equality, diversity and inclusion in our workplace and make recruitment decisions by matching the charity's needs with the skills and experience of candidates, irrespective of age, disability (including hidden disabilities), gender, gender identity or gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, or sexual orientation. We are keen to encourage a diverse range of perspectives, skills , experience and knowledge at the charity.