

## Volunteer Role Description

### VOCAL Customer Relations – Database Volunteer

<b>Purpose of role</b>	This role will support the smooth running of our customer relationship management system (ThankQ) ensuring our partnership information is up to date, stored accurately and in accordance with GDPR legislation.
<b>Key Tasks</b>	<p><i>Key tasks:</i></p> <ul style="list-style-type: none"> <li>• Check for duplicate contacts, errors and gaps in data fields</li> <li>• Add new contacts to the database</li> <li>• Upload donation and finance reports</li> <li>• Support Gift Aid processing</li> <li>• Produce reports</li> <li>• Make changes to contact preferences in accordance with GDPR</li> </ul>
<b>Key skills &amp; qualities required</b>	<p><i>Skills and qualities:</i></p> <ul style="list-style-type: none"> <li>• Experience in customer relationship management systems (CRMs) and data entry</li> <li>• Experience of using MS Excel</li> <li>• Excellent attention to detail with ability to spot errors</li> <li>• Excellent organisational skills and ability to work systematically and independently</li> </ul>
<b>Commitment required</b>	2-3 hours a week for a minimum of 3 months
<b>Induction, training and ongoing support</b>	<ul style="list-style-type: none"> <li>• Induction and ThankQ training will be provided</li> <li>• Regular support from the Partnership Development Officer</li> <li>• Regular volunteer meetings and social events</li> <li>• Travel expenses will be paid</li> </ul>
<b>Line Manager</b>	Francesca Greaves (Partnership Development Officer)
<b>Expectations of volunteers</b>	<ul style="list-style-type: none"> <li>• Strict compliance with VOCAL policies, data protection and confidentiality</li> <li>• Willingness to use support systems</li> <li>• Co-operation with administrative tasks e.g. filling in expenses forms</li> <li>• Commitment to attend on-going training</li> </ul>
<b>Location of volunteering</b>	Edinburgh Carers' Hub, 60 Leith Walk, Edinburgh, EH6 5HB

