



# JustWater Office Volunteer

**Location:** Remote  
(occasional Canary Wharf  
office work)

**Weekly hours:** Part time /  
10 - 20 hours

**Length:** 7<sup>th</sup> December 2021  
– 3<sup>rd</sup> February 2022 with  
possibility to extend to  
assist with other virtual  
events and wider team  
activities.



WaterAid is an international not-for-profit, determined to make clean water, decent toilets and good hygiene normal for everyone, everywhere within a generation.



**One vision.  
Three goals.**

## Who we are



Since we started in 1981, we've remained resolutely focused on tackling these three essentials that transform people's lives.

Without all three, people can't live dignified, healthy lives. With all three, they can unlock their potential, break free from poverty, and change their lives for good. Children grow up healthy and strong, women and men get to earn a living, whole communities start to thrive. It sounds normal and it should be.

We're committed to changing normal forever—are you?

# About the role



## **Team:**

The Community, Events and Education team plays an important role in the fundraising function at WaterAid. The team sits in the Mass Engagement Department.

The team is responsible for raising £3.5million through a wide range of community engagement activities, events and audience management. However, the team delivers far more than income by deepening the engagement of new and existing supporters, raising awareness of WaterAid's work and providing a local presence.

The Just Water Office Volunteer will report to the Senior Community Fundraising Officer.

## **Purpose of Role:**

The main purpose of this post is to support the Senior Community Fundraising Officer in maximising WaterAid's income from its annual fundraising activity, Just Water.

A virtual event is an online event that involves people interacting in a virtual environment, which is why stewardship and relationship building is such an important part of this role. We need to ensure participants of virtual events feel supported and valued by us, and this is done by delivering brilliant supporter care.

Just Water is WaterAid's toughest abstinence challenge. Participants raise funds by being sponsored to drink only water for the month of January.

This role also has the possibility to extend to assist with other virtual events and wider team activities.

This is a supporter facing role and will suit someone who wants to gain experience of stewardship and supporter experience, and enjoys dealing with multiple supporters daily, has strong written and verbal communication skills and administrative skills.

## **Key Tasks:**

- Proactively phone call all Just Water event participants (approx. 1,000-2,000 participants) to thank them for signing up and provide them fundraising support.
- Provide excellent supporter care to all Just Water event participants to ensure they reach their fundraising targets and build a deeper engagement with WaterAid.

- Respond to participant enquiries and manage the Just Water inbox.
- Manage the Just Water Facebook group.
- Update our CRM database, as and when relevant.
- Work as part of a mini team with the other Just Water office volunteer and share responsibilities

### **Required Skills:**

#### Essential:

- Excellent interpersonal skills, with the ability to inspire supporters and communicate the difference their support makes.
- Experience of working in an office environment, using Microsoft Office packages.
- Excellent verbal and written communication skills, with excellent telephone manner.
- Excellent administration skills, with a close attention to detail.
- Endless enthusiasm, energy and a positive approach to their work.
- Excellent team working skills.

#### Desirable:

- Experience of community and events fundraising through working or volunteering in the charity sector in a previous role
- Experience of using a fundraising database, ideally Microsoft Dynamics
- Understanding of and interest in overseas development

### **Role start date and end date:**

7<sup>th</sup> December 2021 – 3<sup>rd</sup> February 2022 with possibility to extend to assist with other virtual events and wider team activities.

### **Application deadline:**

Tuesday 26<sup>th</sup> October (midnight)

### **Interview dates:**

Wc/ 1<sup>st</sup> November

### **How to apply:**

To be considered, please email your CV with a cover letter (both no longer than 1 page long) explaining why you think you're suitable for this role to [CorinneStone@wateraid.org](mailto:CorinneStone@wateraid.org)