Community and Events Volunteer

**Location:** Hybrid/Remote (occasional Canary Wharf office work and event locations - expenses covered)

**Weekly hours:** 7-14 hours

**Length:** Minimum 3 months with potential to be ongoing
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.
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?
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 Community and Events Volunteer will report to the Senior Community and Events Fundraising Officer but will work closely with other members of the team on certain projects.

Purpose of Role:
The main purpose of this post is to support the Community and Events team in maximising WaterAid's income from its annual fundraising activities through excellent stewardship with supporters.

Across our portfolio we have in-person events, virtual events and third-party events, and every supporter who takes part in these events needs to receive brilliant stewardship by building strong relationships and keeping them informed on the event, as well as WaterAid's cause.

This role also has the possibility to extend to assist with other 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, enjoys dealing with multiple supporters daily, has strong written and verbal communication skills and administrative skills. Some role accountabilities will include:

- Proactively calling event participants to thank them for signing up to events and providing them with fundraising support
- Providing excellent supporter care to all event participants to ensure they reach their fundraising targets and build a deeper engagement with WaterAid
- Responding to participant enquiries and managing event inboxes
- Managing event Facebook and Strava groups including developing content plans and posting across platforms
- Updating our CRM (customer relationship management) database, as and when relevant
• Working as part of a mini team, potentially with other volunteers and sharing responsibilities
• Supporting at in-person events on occasion (evenings and weekends)
• Supporting the Senior Events Fundraising Officer on logistics and/or planning for WaterAid’s presence at events
• Researching and sourcing event materials and event prizes

Required Skills:
Essential:
• Excellent interpersonal skills, with the ability to inspire supporters and communicate the difference their support makes
• 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
• Ability to work on your own, as well as part of a team

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
• Experience of working in an office environment, using Microsoft Office packages

Role start date and end date:
• Immediately upon successful application
• Initial period of 3 months with the potential to extend indefinitely

Application deadline:
• Rolling applications

Interview dates:
• Rolling interviews

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 and how many hours you can volunteer per week to meganelworthy@wateraid.org
WaterAid is committed to ensuring that wherever we work in the world there is no tolerance for the abuse of power, privilege or trust. WaterAid reinforces a culture of zero tolerance towards any form of inappropriate behaviour, abuse, harassment, or exploitation of any kind. The safeguarding of our beneficiaries, staff, volunteers and anyone working on our behalf, is our top priority and we take our responsibilities extremely serious. All staff and volunteers are required to share in this commitment through our Global Code of Conduct. We will conduct the most appropriate pre-employment references and checks to ensure high standards are maintained.

WaterAid is an equal opportunity, disability-confident employer and committed to achieving the highest standards of diversity, fairness and equality. Should you have a disability and require any additional support, please let us know when you submit your application.