



Volunteer Role Description

Role: Fundraising Office Admin Volunteer

Location: Rays of Sunshine Office, 304 Regents Park Road, London N3 2JX (nearest tube station Finchley Central)

Hours: Flexible/by arrangement

Length of commitment: This is a flexible volunteering opportunity so the time commitment will be determined by the availability of the volunteer.

Volunteer Manager: Jaimal Patel, Challenge & Community Fundraising Manager.

About Volunteering with Rays of Sunshine

We brighten the lives of seriously ill young people by granting wishes and providing ongoing support in hospital and within the community, but we couldn't do it without our amazing volunteers.

It's more than volunteering with us, it's making magic happen. By joining us, you'll play a crucial role in turning the dreams of seriously ill children into reality. In whatever role you take on - from helping with fundraising, events, or wishes, you'll help create memories that last a lifetime for seriously ill children and for you too.

Purpose of role

We're on a mission to grant magical wishes and create lasting memories for seriously ill children and their families. Join us in the office to help us manage our admin and provide the best support for our donors.

Main Tasks:

- Assisting with day-to-day customer care of fundraising activities as required by the team, e.g., managing incoming emails and telephone calls, helping with post, counting money etc.
- Helping to write letters and handwritten thank you cards to supporters.
- Helping to manage event guest lists and other admin tasks related to our special events
- Sending out fundraising materials as requested by supporters.
- Managing deliveries of items as they arrive in the office.
- Sorting fundraising materials in our storage space
- Updating and maintaining the CRM database where needed (training provided and open to people who would prefer not to use a database)
- Creating materials using Word, PowerPoint or other software
- Any other admin tasks that will help the team manage workload

What skills do I need to have?

- Experience of delivering good customer service and/or administration in a voluntary or paid capacity – or the desire to learn new skills
- Experience of using Microsoft Office, including Word and Excel, email, and the Internet for research purposes.
- Ability to communicate effectively, both verbally and in writing.
- Organised with good attention to detail.

Why volunteer with us?

- **Make a real difference:** Witness the impact of your support firsthand as you spread joy and raise awareness.
- **Join a supportive community:** Be part of a friendly and passionate team, connecting with people who are driven to make more wishes happen.
- **Gain experience and a great way to get involved in the charity sector.**
- **Enjoy flexible opportunities:** volunteer at times that fit your schedule and interests, volunteering as much or as little as you like.
- **Meet new people from different backgrounds.**

What training and support will I receive?

You will be provided with full training to carry out your admin volunteer role with the support of a dedicated person who will be your line manager. We will support you to learn and develop in your role. If you would like to carry out tasks on our CRM database (optional) you will receive full training on how to use this.

You will also need to carry out the following training which will be provided and you will be supported with:

- Health and Safety training (mandatory).
- Information Governance training (mandatory).
- GDPR/Data Protection training (mandatory).
- Communication Skills training.
- Learn about the work of Rays of Sunshine.

Rays of Sunshine Values

Our values are at the heart of everything we do and help guide us in our mission to grant more magical wishes for seriously ill children.

- **Kindness** - We are kind to ourselves and others in everything we do.
- **Joy** - We work with fun, passion, and a sprinkle of magic.
- **Empowerment** - We work to build confidence and nurture potential.
- **Connection** - We build strong connections with everyone in our wish community.
- **Integrity** - We are honest and trusted to do the right thing.

Rays of Sunshine is committed to being an equal opportunities organisation; to promoting equal opportunities and preventing discrimination. Rays of Sunshine is also committed to safeguarding and promoting the welfare of all service users, volunteers and staff and expects all volunteers and staff to share this commitment.



To discuss becoming a Rays of Sunshine Fundraising Office Admin Volunteer, please get in touch:

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Community and Challenge Events Manager
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