

Opening Times
Tuesday 11-5
Wednesday 11-7
Thursday 11-7
Friday 11-5
Saturday 11-5



Dorset Scrapstore
The Factory
14 Alder Hills
Poole
Dorset
BH12 4AS

Dorset Scrapstore Volunteer Role: Membership Administration

Potential time commitment: Flexible

Location: At Home

Responsibilities:

- Upload new membership forms onto Dorset Scrapstore's internet database once a fortnight.
- Carry out manual monthly renewal reminders. We have an automated system that sends out renewal reminders to the majority of our members who have supplied an email address. Part of your role will be to contact members on the telephone to obtain correct contact details, update our database, and send out manual renewal letters to those without access to email.
- Pro-actively contact expired community groups and schools to encourage membership renewal.
- Monitor success of campaigns and marketing events on membership numbers.

Please note that an allowance for internet and telephone plus expenses for stationery, postage and ink will be supplied by Dorset Scrapstore.

Requirements:

- Basic knowledge of Microsoft Office
- Basic knowledge of, and access to, the internet
- Confident and polite telephone manner
- Excellent interpersonal and communication skills
- Basic knowledge of/or willingness to learn and apply Data Protection Regulations

Training and support:

Full training on how to use our internet database and how to format necessary documents will be provided. A Dorset Scrapstore official email address will be supplied along with necessary training. Dorset Scrapstore will aim to provide opportunities for personal development within your role.

What you will get from this role:

- Basic databasing, data input and customer service skills
- Take pride in the knowledge that you are helping a valuable local charity that benefits your community
- Join a motivated, fun, and creative team of volunteers
- Gain experience that will enhance your CV
- Meet new people throughout Bournemouth and Dorset
- Reasonable expenses covered

Health and safety responsibilities:

To be responsible for your own health and safety and that of others with whom you volunteer, by reporting all potential and actual health and safety matters including accidents using the correct procedures.

Did you know we are looking for volunteers to help with the following roles?

- Membership Administration • Social Media/Team Leader • Photographer • Fundraiser • Graphic Designer
- Van Driver • Press & Promotion • Creative Decorations • Store Assistant/Supervisor • Events & Marketing
- Workshop Assistant • Craft Kit Preparer • Warehouse Sorter • Supplier Researcher • Materials Preparer

