

Volunteer Opportunity: Supporter Engagement Volunteer

Office based in Nottingham, approximately ½ day every week or two weeks

Location: G6 Ash Tree Court, Nottingham NG8 6PY

Are you a friendly and organised individual who enjoys communicating with people? We are looking for a Supporter Engagement Volunteer to help us build strong relationships with our supporters.

This role would suit someone with experience in administration, customer service, or communications who wants to make a difference to seriously ill children who need a wish.

About the Role

Our supporters are at the heart of everything we do, and building strong relationships helps us continue granting wishes.

As a Supporter Engagement Volunteer, you will support us by assisting with:

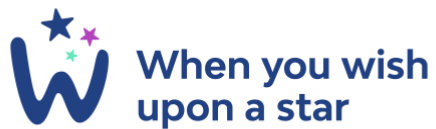
- Sending thank-you emails, letters/cards, or making thank-you calls to supporters
- Maintaining accurate supporter records on our database
- Supporting engagement campaigns and communications
- Gathering feedback from supporters where appropriate
- Assisting with general supporter care and stewardship

We're Looking For Someone Who Is:

- Friendly, empathetic, and a strong communicator
- Confident using email, phone, and basic IT systems
- Organised and detail-oriented
- Reliable and able to handle confidential information
- Passionate about supporting the work of the charity

Time Commitment

This role is flexible and can fit around your availability. We expect you will spend around **half a day every week or ½ day every 2 weeks in a typical month in our Head Office**, although this may vary depending on your personal availability. We are happy to work with you to find a pattern that works.



Why Volunteer With Us?

You will be supported by a friendly team and receive training where needed.

By volunteering your time, you will help ensure our supporters feel valued, helping us raise more funds to grant wishes.

Interested?

Please email amy.buxton@whenyouwish.org.uk or call **Amy Buxton (Head of Income Generation)** on **07505 503118** to have a chat and find out more.