

Support to move our service online

Your Organisation Name

Short term project

J66652



At a glance

Skills

DIGITAL STRATEGY SOCIAL MEDIA MARKETING

WEBSITE DESIGN DATABASE

IT PROJECT MANAGEMENT IT STRATEGY

PROJECT MANAGEMENT

Where

London, SE11 5RR

Remote opportunity

Travel limit? This role will be completely remote.

Time

Mostly during office hours

Estimate of time needed:

0-3 hours / week, 3-7 hours / week, over 7 hours / week or short term project: 1-15 hours, completed within 4 months

The project would take place within a 2-4 week period.

About Your Organisation

Causes

YOUR CAUSES HERE

Apply

Ask a question

Save

Help us to move our service online. We need to continue delivering our [describe service] to [describe service users].

What will you be doing?

We are urgently looking for a volunteer that can provide guidance and expertise to enable us to move our essential service online.

We need help with [delete / amend according to what you need, this is a list of possible options]:

- Handling initial enquiries
- Managing bookings, appointments and referrals
- Keeping in touch with existing service users or volunteers
- Planning and delivering live 'virtual' events
- Delivering 1-2-1 meetings or counselling
- Gathering insight and feedback
- Working within good practice frameworks in areas like safeguarding, child protection, and GDPR specifically in relation to operating in a digital space
- Developing a medium-term strategy to enable our service to operate remotely.

We would love a digital expert who can:

- Help us clarify / test what our users' needs are, and understand the needs of our organisation
- Review and agree priorities and deliverables [if relevant]
- Identify the tools and practices that are right for our organisation
- Follow up with any further questions or outcomes.

Reach Volunteering has identified [The Catalyst guide to digital service delivery](#) as an excellent place to start but we need help selecting the right tools and approaches and adapting these to our organisation.

What are we looking for?

We are looking for a volunteer who [delete / amend according to what you need - this is a list of possible options]:

- Has the ability to quickly understand the needs of our team / organisation / users
- Can ask key questions to enable us to clarify requirements
- Has experience in Service design / user research /
- Can provide advice across several areas that is tailored to our organisation
- Understands the resource constraints of a small charity and is able to work with these.
- Has expertise in overcoming the safeguarding/child protection challenges presented by delivering a service digitally/virtually.
- Can translate tech jargon to us and support us to use recommended tools effectively.
- Other.

What difference will you make?

With your help we will be able to continue to [detail what your services / activities are, and how they help your end users]. And ultimately ensure the long-term sustainability of our organisation beyond the challenges presented by Covid-19.

What's in it for the volunteer?

You would become part of our small, friendly team and you have the opportunity to use your time to make a real difference in difficult times.