



Role Description

DIGITAL COMMUNICATIONS VOLUNTEER

Organisation Description

Burning Nights CRPS Support is a UK charity working to improve life for all those affected by Complex Regional Pain Syndrome (CRPS).

We raise awareness about CRPS amongst the public, health and legal professionals by providing awareness sessions, so diagnoses can be made quicker and treatment started more rapidly. We also offer support and information through a number of volunteer-led services, including an evidence-based website, support helpline, online forum, email and social media support, annual conference and regional support groups. More recently, we have launched our CRPS Counselling and Virtual Befriending services, which have been met with an enthusiastic response.

Charity Reg No. 1166522 (England & Wales)

Location

Online / Remote volunteering

Area of the Charity

Communications & Marketing

Number of Hours per week Required

Minimum 3-4 hours per week. You are not under any contract to perform these tasks nor are you under any obligation to carry out this role. There are no set hours or days for this voluntary role. It is only as and when you are able to volunteer.

Minimum Commitment

Minimum of 6 months commitment.

Burning Nights CRPS Support (Working to improve life for all those affected by Complex Regional Pain Syndrome (CRPS))

Registered Address: 1 Alder Brook, Chinley, High Peak, Derbyshire SK23 6DN

Tel: 01663 795055

Email: support@burningnightscrps.org

Web: www.burningnightscrps.org

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Main Purposes of the Role

Burning Nights CRPS Support is looking to welcome a Digital Communications Support Volunteer into our team to assist with the growth of our online presence and the introduction of our new membership scheme. This role will be a valuable addition to our team, helping us to share crucial information regarding awareness campaigns, events, and support services with our supporters and followers.

Key Tasks and Objectives

Website:

- Produce content for the website, including re-writing and enhancing existing content, and producing original pieces as required – e.g. growing our fundraising and expanding impact of our services content
- Add relevant content to the main information pages
- Upload and maintain events such as fundraisers, conferences, support groups, and more
- Create printable one-page information sheets for various sections of the website
- Developing and editing case studies with contributors where needed
- Managing the circulation of information and reaching new audiences
- Planning and contributing to a monthly blog for our website
- Help create regular printed and email newsletters for members and supporters

Email Marketing:

- Contribute to our email newsletters (using Mailchimp) for our supporters, including our regular newsletter and specific campaign and event communications
- Create automated email series for donors (regular and one off) and fundraisers
- Help keep the Mailchimp lists up to date by updating and archiving bounce backs

Key Skills or Qualifications

Essential:

- Excellent written and verbal communication skills
- Excellent interpersonal skills, including experience of working with members of the public, consumers, customers or donors
- Confident using Microsoft Office, online platforms, and email

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- Able to communicate clearly in written and spoken English
- Knowledge of producing digital content, including for website and email
- Able to apply disability, equality and inclusion practices
- Able to keep personal data safe and secure
- Knowledge of and passion for communications and all things 'digital'
- Excellent organisational and time management skills with the ability to manage varied tasks
- Ability to work flexibly and collaboratively on your own or as part of a small remote team
- Ability to work independently without supervision
- Excellent attention to detail
- Ability to meet deadlines

Desirable:

- Experience of analysing and using data to inform strategy and decision making
- Knowledge of MailChimp
- Knowledge of HTML
- Experience of the charity sector
- Knowledge and understanding of chronic pain
- Good research skills and able to motivate and support contributions from others
- Enjoy writing and happy to follow our brand guidelines and tone of voice
- Willing to develop skills and experience
- Willing to learn bespoke IT systems
- Able to promote our work publicly
- Keen to communicate our core messages and embrace our values

Key Benefits and Impact

- Improve accessibility of information to help CRPS patients, their loved ones and caregivers
- Grow the Charity's profile as a hub of information, support, and guidance for patients, their loved ones and caregivers affected by Complex Regional Pain Syndrome (CRPS)
- Enable self-sufficient access to vital information and support the team to provide 1:1 support to member organisations

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Training and Support

- Full induction to our organisation
- Relevant and ongoing training for your volunteer role, including using the relevant digital platforms
- Regular updates on charity activities
- Support, advice and guidance from Charity team
- After 3 months volunteering, all volunteers are eligible for courses (reasonable cost)

How To Apply

If you think you could be the person we are looking for, we would love to hear from you. We invite anyone to apply for our volunteering opportunities, regardless of ability or experience.

To find out more and register your interest, you can fill out the application form on the Burning Night CRPS Support website or get in touch by phone or email.

Please note that you will be asked to send a copy of your CV before interview and all volunteers are subject to two reference checks. All volunteer roles that involve interaction with vulnerable service users require an up-to-date DBS check, which the Charity will cover the cost of.

Contact information

Tel: 01663 795 055 (UK)

E: admin@burningnightscrps.org / victoria@burningnightscrps.org

W: www.burningnightscrps.org

A: 1 Alder Brook, Chinley, High Peak, Derbyshire SK23 6DN (UK)

