A Quick Guide to Registering and Advertising Your Roles

Voluntary Norfolk (www.voluntarynorfolk.org.uk) offer a free volunteer recruitment service for community groups, charity, not for profit or public sector organisations. We are here to support you with involving your volunteers in a way which benefits your organisation, your beneficiaries and your volunteers. As an organisation recruiting volunteers you can use Volunteer Connect to:

- Manage your organisation profile
- Add and manage volunteer roles
- Manage volunteer applications and invite suitable volunteers
- Search for volunteers by skills and interests through the volunteer bank

Voluntary Norfolk is committed to promoting good practice in volunteering. Before agreeing to advertise any roles we ask all organisations to agree to our minimum standards as set out in the Volunteer Connect Terms of Use. Which can be found here:

www.voluntarynorfolk.org.uk/volunteering/volunteer-recruitment/

This quick guide will cover:

- How to register your organisation
- How to add an additional user to an existing organisation
- Adding and editing advertised volunteer roles
- Managing your volunteer contacts
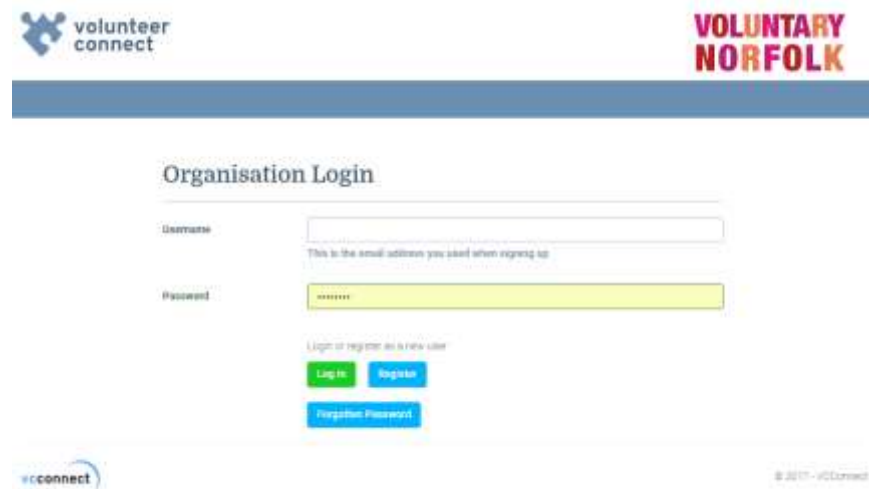
Any Questions?

If you have any questions regarding registering for and using the portal please don't hesitate to get in touch with the team at Voluntary Norfolk.

Telephone: 01603 883820

Email: volunteercentre@voluntarynorfolk.org.uk

ALREADY REGISTERED?

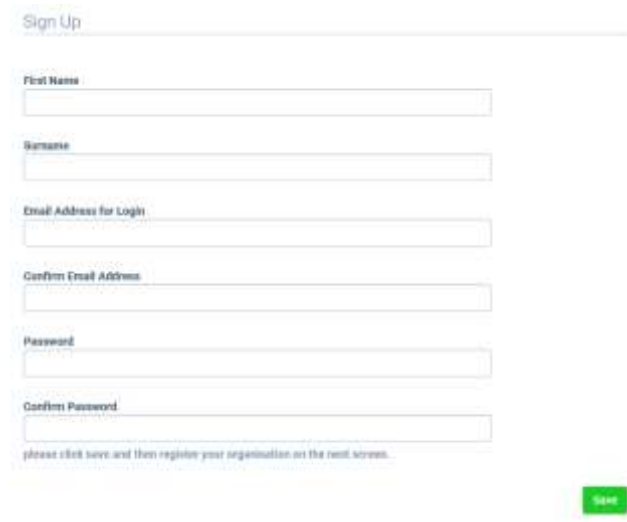If you already have a Volunteer Connect organisation account you can login here.

Alternatively head to: www.voluntarynorfolk.org.uk/volunteering/volunteer-recruitment/ and click the orange 'Register to upload Volunteering Opportunities' followed by the blue 'Login' button. Your username is the email address which you used to register for your account.

REGISTERING YOUR ORGANISATION

Head to www.voluntarynorfolk.org.uk/volunteering/volunteer-recruitment/ and click the orange 'Register to upload Volunteering Opportunities' button. This will take you to the 'sign up' page.

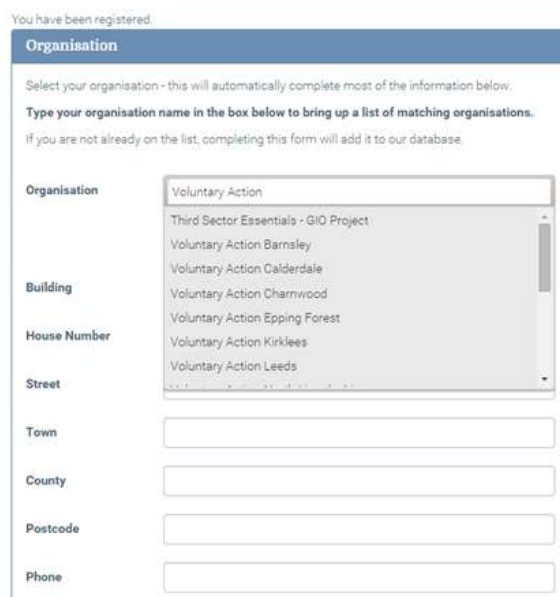**Page 1** will ask for some information about you.

You must enter a password which is 8-20 characters long.

Once you have completed these fields click save.

Page 2 collects information about the organisation.

Start to type your organisation name in to the first field. If your organisation is already listed selecting this will auto populate the remaining fields. You will then need to review and update this as needed.

Not listed?

You will need to complete all of the fields. Please note the following:

- Contact details – This is asking for the main point of contact for your organisation, this might be *reception* or *admin*. Please do not input contact details for the volunteering team/contact. You will be able to add separate contact details for each of the roles you create.
- Aims and activities of the organisation as a whole.
- Client groups that the organisation works with, regardless of whether a volunteer would interact with these groups.
- Areas of interest concerns the cause or focus of the organisation. This will influence the search results when potential volunteers search for roles matching their areas of interest.

Once you have reviewed or entered information in to these field click save. You should then see the following message:

Details Saved

Your organisation details have been saved.

Your details are now awaiting approval by the Volunteer Centre.

You can enter details of your available volunteering roles.

You will receive an email when you have been approved. Following this, you will be able to view the Volunteer Bank to select volunteers for your roles.

Edit organisation profile

You will initially receive an email which says that your registration is pending and will be reviewed by Voluntary Norfolk. We will endeavour to confirm your registration as soon as possible so you can start advertising your roles.

ADDING AN ADDITIONAL USER TO AN EXISTING ORGANISATION

As with a new registration head to:
www.voluntarynorfolk.org.uk/volunteering/volunteer-recruitment/ and click the orange 'Register to upload Volunteering Opportunities' button. This will take you to the 'sign up' page.

The new user will need to complete **page 1** with their individual details and create a password which is 8-20 characters long. Once you have completed these fields click save.
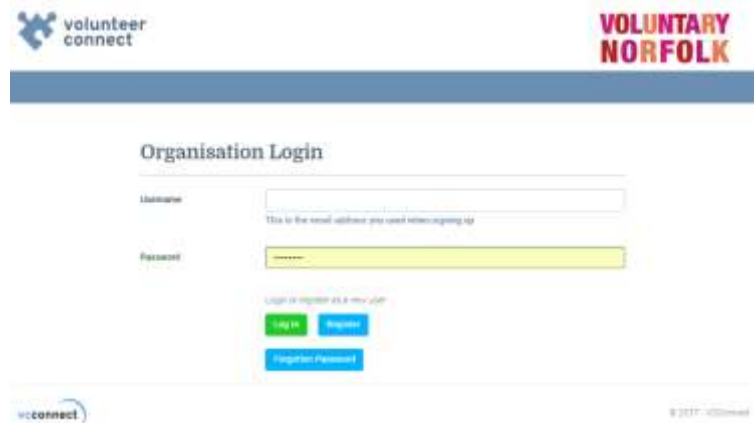
On **page 2** simply begin typing the organisation name and the remaining fields will auto populate. Click save and wait for Voluntary Norfolk to approve the registration.

Please note that all users registered with an organisation will be able to view and edit all roles and the organisation's profile.

YOUR DASHBOARD

Once your registration has been approved you will be able to login to your account and get started with advertising your roles.

You can login here.

Alternatively head to: www.voluntarynorfolk.org.uk/volunteering/volunteer-recruitment/ and click the orange 'Register to upload Volunteering Opportunities' followed by the blue 'Login' button. Your username is the email address which you used to register for your account.

When you login you will be able to see your dashboard. At the top left are links to the three key parts of Volunteer Connect.

Edit Profile: Make changes to the details about your organisation.

Manage Roles: View your open and past roles and manage your volunteer contacts.

Volunteer Bank: Search the profiles of those interested in becoming volunteers which have registered to become part of the Volunteer Bank.

CREATING AND EDITING ROLES

Click 'Manage Roles' at the top of your dashboard. This will display the following screen:

Open Roles are those which are currently live, or have previously been live but you have not deactivated by checking the closed box. They will only be live for potential volunteers to view on Volunteer Connect when they have been approved by Voluntary Norfolk and between the advert start and end dates.

Past Roles can be found further down the screen. You can edit these and make them live again.

Click the blue '**Add Role**' button towards the top of the screen to create a **new role** with your organisation.

To **edit** an existing role in either the **Open** or **Past** sections click the blue 'Show Details' button beneath the role title (see below)

Although most of the fields are quite self-explanatory please check the following points before making a role live:

1. Short/Long descriptions – the short description will be shown when potential volunteers search for a role, so it is best to keep to short and snappy to pique their interest.
2. Advertising Dates – ensure you've checked the start and end dates. Remember you can login at any time to amend these dates and extend your advertisement for that particular role, or close the role if you have successfully recruited the required volunteers.
3. The 'closed' tick box – when ticked the role is not displayed on Volunteer Connect. So, if you wish to advertise the role the box must be unticked.
4. 'Phone' and 'Public Phone'
   'Phone' is only available to selected Voluntary Norfolk and Simply Connect (providers of Volunteer Connect) staff members.
   'Public Phone' is displayed to volunteers who may be interested in the role.
5. Contact Email is seen by volunteers who register an interest in the role. This is also the email address we will use to notify you when a potential volunteer expresses an interest in your role.
6. Consider filling in the non-compulsory fields, to give potential volunteers more information about the role. These fields include: skills required, benefits of the role and how to find out more where you might add details of a recruitment drop in session.

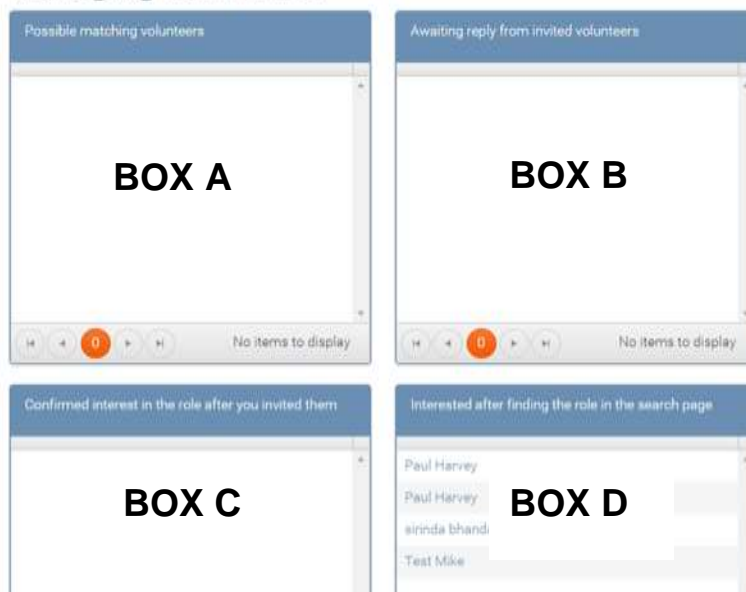Once you have finished creating or editing your role click **Save**.

You will then receive an email acknowledgment of your newly added role. Voluntary Norfolk will now review your role; checking if any further information is required and if relevant will make suggestions on how to improve your role descriptions. We will aim to do this within 5 working days.

MANAGING YOUR VOLUNTEER CONTACTS

You can manage your contact for each role by clicking the blue 'Show Details' button for a particular role.

Towards the top of the screen will be four boxes (see below), these boxes help you to see and manage where you are in terms of contacting/communicating with potential volunteers. As potential volunteers move through the process they will move between the boxes.

Clicking on an individual's name from any of these four boxes will bring up their profile. Where they are in the process will determine which options are available to you.

What do the different boxes indicate?

Box A – When individuals register with Volunteer Connect they can choose to become part of the Volunteer Bank. This means if they are matched to a role, they are happy for the organisation to view their profile and invite them to apply. This box lists volunteers who are potentially good matches to the role because of the skills they have; causes they are interested in or activities they would like to undertake.

Box B – This a list of volunteers who have been invited to apply but have not yet responded. When you message volunteers from Box A or Box D they will move into Box B until they respond.

Box C – After you invite a volunteer to a role they can either confirm/register their interest, or decline their interest. Those in Box C have confirmed their interest. Contact details are now shared and it is now up to you to contact the volunteer to continue the recruitment process.

Box D – Individuals in this box have found your role whilst browsing the database of opportunities and have registered their interest. By clicking their name you can view their profile as well as any message they may have sent you. If you think they would be suitable you can send them a message and invite them to apply and they will move to Box B.

Inviting a Volunteer to apply

If you think a volunteer is suitable (potential volunteers can be found in Box A and Box D) you can send them a message inviting them to apply. Click on an individual's name to open their profile and at the bottom of the screen you will see the following box:

After entering your message simply click invite to apply. The potential volunteer with be notified of this via email.