

VOLUNTEERING SERVICE WEBSITE

COMMUNITY ORGANISATIONS GUIDE NOVEMBER 2019

If you encounter any problems or have any question, please get in touch with John Braime at j.braime@ucl.ac.uk

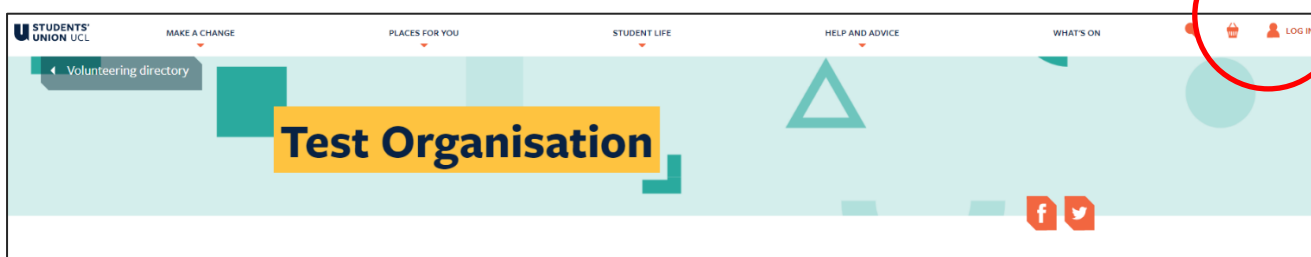
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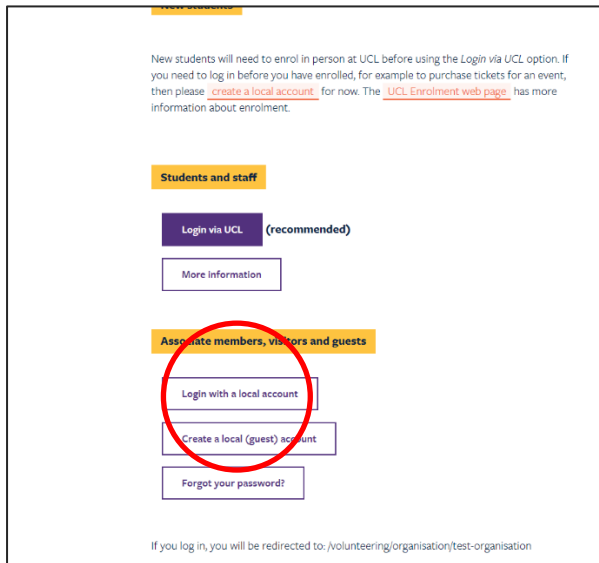
SETTING YOU UP

Firstly, we'll set you up with a user account on the Students' Union UCL website. Your user name will usually be your first and last name with an underscore between them e.g. jo_smith, and we'll provide you with a password and a link to your organisation page.

To Login, click on the icon in the top right hand corner of the website



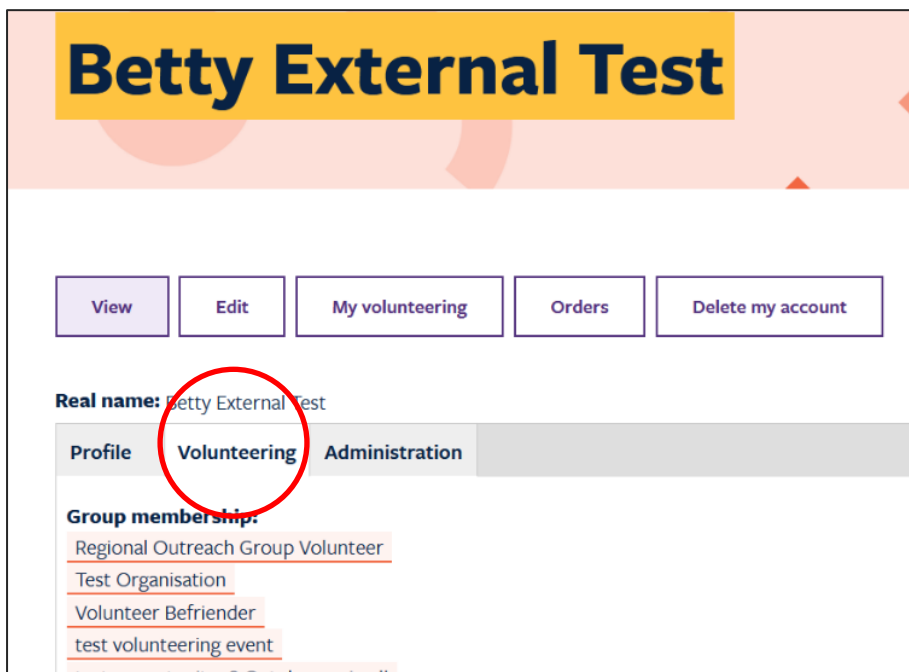
Then select 'Login with a local account'



We recommend that you change your password - you can do this by clicking on the 'My Profile' icon in the top left hand corner and selecting the 'Edit' tab.

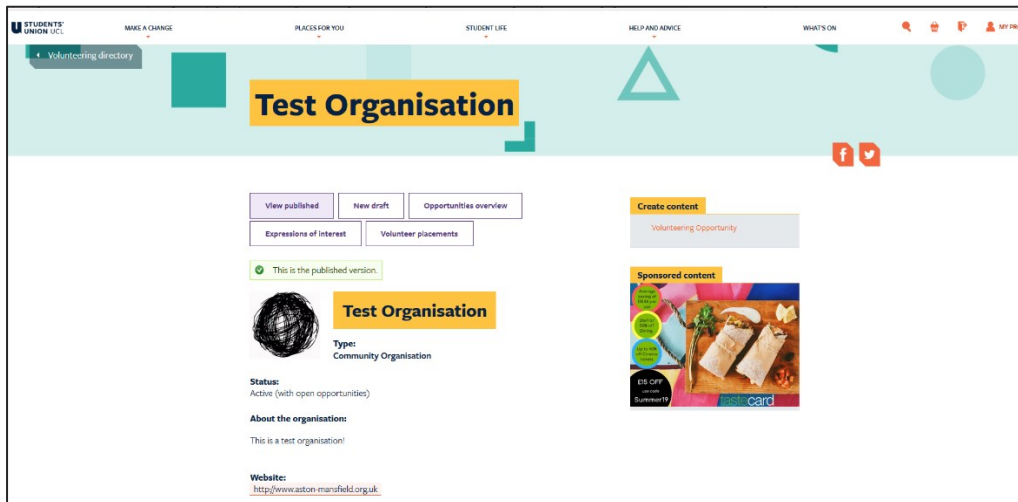
YOUR ORGANISATION PAGE

You can find the link to your organisation page and all of your opportunities via your profile page.



You can also find your organisation by using the search function at <https://studentsunionucl.org/volunteering/organisations>

Your organisation page will look something like this:



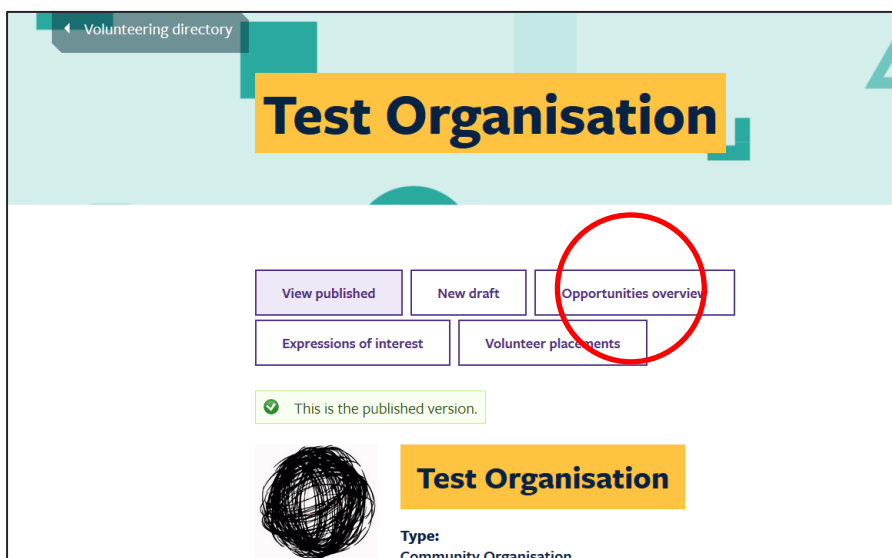
Your organisation page has two main functions:

- Advertising and managing your volunteering opportunities
- Managing your interactions with UCL students – for example, seeing who has enquired about your opportunities and who has started volunteering with you.

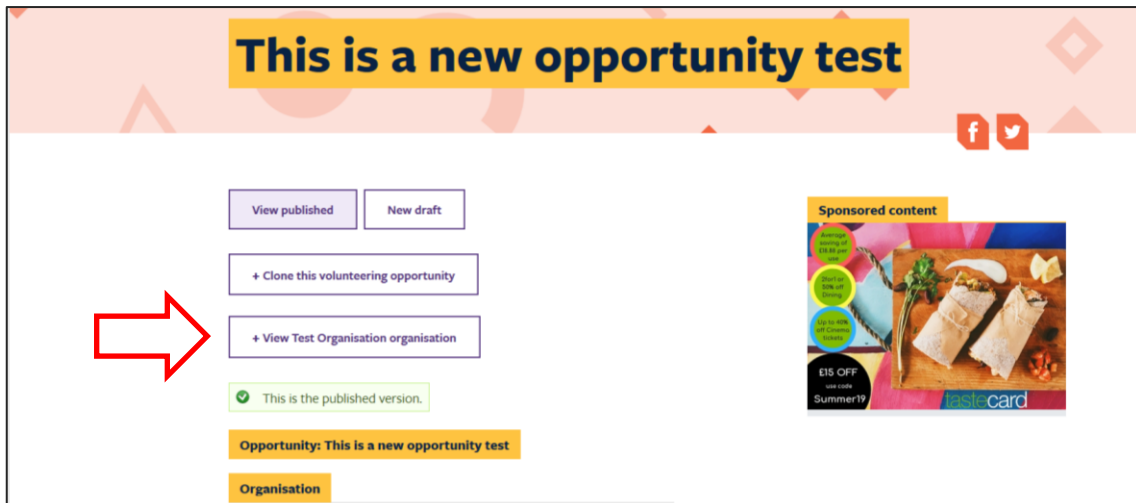
NAVIGATING YOUR WAY AROUND THE PAGES ...

Bear in mind that you have an **organisation page** that describes your project, and **opportunities** that describe the different volunteering roles on your project.

You can get from the organisation to the opportunities by clicking on ‘Opportunities Overview’

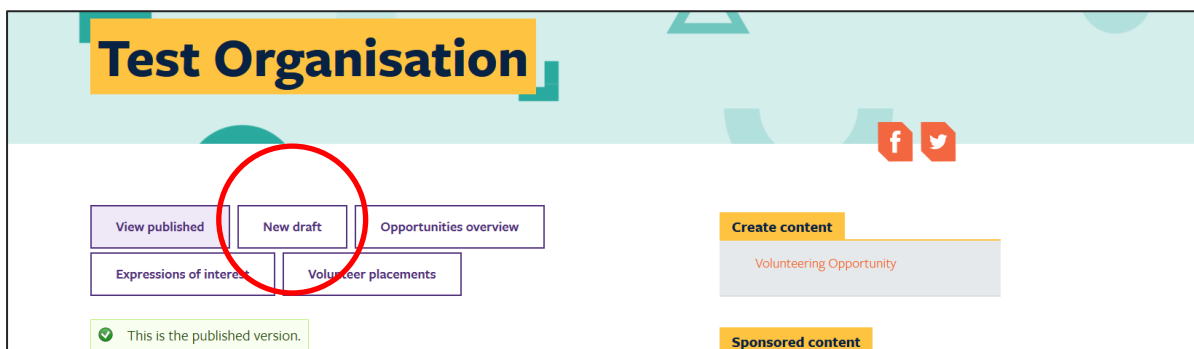


You can get from any opportunity to the organisation by clicking on ‘View (name of organisation)’



EDITING INFORMATION ABOUT YOUR PROJECT

Whilst looking at your organisation page, click on 'New Draft'.



Then scroll down and amend the fields as per instructions below. The first three are easy:

Type – do not change this!

Status – do not change this!

Registration expires - do not change this!

Note that we'll be changing the platform so that you can't see these fields – in the meantime, please don't edit them!

Organisation Logo – If we already have a copy of your logo, you'll see it here. If not, please upload it here. It needs to be less than 1GB in size.

Title – this is the name of your organisation. Usually you won't change this!

About the Organisation – this is a summary of what your organisation does – it shows up at the top of every volunteer role you advertise on our directory, so make it engaging but concise (aim for less than 150 words – less than 100 if you can).

Address – put the address of your organisation here. If you have multiple addresses, use your main one.

Email – put the most useful address for prospective volunteers to use.

Website – put your web address here. It must begin with <http://> or <https://> rather than www. For example - <https://studentsunionucl.org> NOT www.studentsunionucl.org

Contact details – put details of three of your organisations contacts. If you have a main contact then put them first.

Policies – please make sure these are all ticked, or let us know if you are unable to agree to any of them.



In particular, please review our **current service standards** (you'll see a link to open a PDF) and indicate that you agree to these.

Policies

Please tick to indicate that your organisation...

- Accepts liability / insurance
Does your organisation accept liability and have insurance?
- Health and safety
Does your organisation have a written Health and Safety policy?
- Fire safety
Do the locations where your opportunities take place have a written Fire safety procedure, accident book and First Aid kit?
- Risk assessed
Do you risk assess all volunteer-involving activities?
- Volunteering policy
Does your organisation have a written volunteer policy?
- Volunteering agreement - signed up?
Do you agree to our current service standards? Available at [Service standards](#)

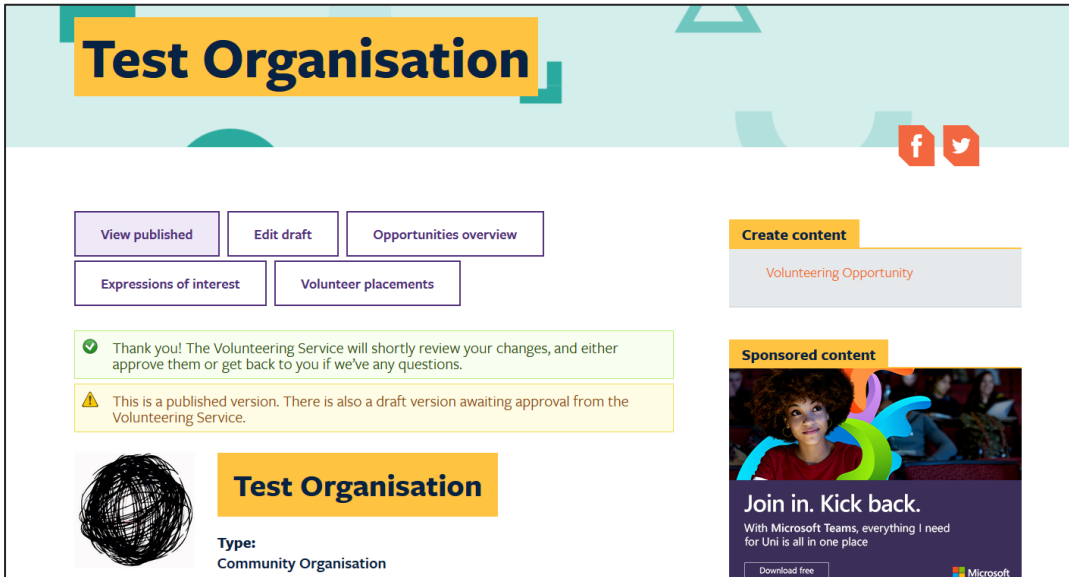
Signed by
Tessa Test 3

Signature date
Month Day Year

In 'Signed by' put your name, and indicate today's dates.

Press 'Save'

You'll see something like the image below – note the green message “Thank you! The Volunteering Service will shortly review and publish or we'll let you know if we have any questions.”



The Volunteering Service will then be notified of your changes and will have a look and approve (or get back in touch if we've any questions / have further changes to make).

Until we approve the changes, they won't appear on the website: the 'View Published' tab will show the old version, and the 'Edit draft' will show the edited version awaiting approval.

We'll try to approve as quickly as possible! In the meantime, if you have further changes to make, use the 'Edit Draft' tab.

EDITING YOUR VOLUNTEER OPPORTUNITIES


Within the Organisation page, Click on 'Opportunities overview'.

Test Organisation

[View published](#)
[New draft](#)
[Opportunities overview](#)

[Expressions of interest](#)
[Volunteer placements](#)

✓ This is the published version.



Test Organisation
 Type:
 Community Organisation

Status:

Test Organisation overview

[View published](#)
[Edit draft](#)
[Opportunities overview](#)
[Expressions of interest](#)
[Volunteer placements](#)

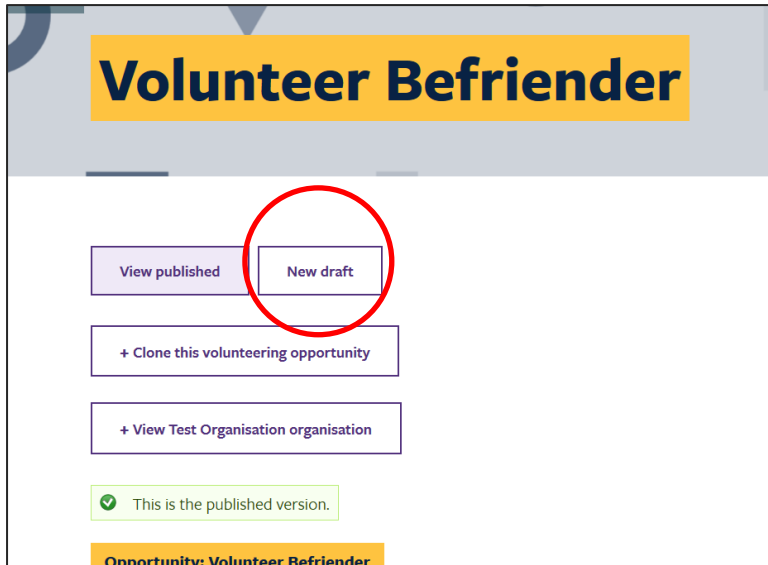
[Create new opportunity](#)

Opportunity name	Published	Current state	Last updated	
another test one-off event	Yes	This is the published version.	23/10/2019, 12:44	128721
This is a new opportunity test	No	This opportunity is not published and cannot be seen by users of our website.	23/10/2019, 12:46	128721
test opp	No	This opportunity is not published and cannot be seen by users of our website.	23/10/2019, 12:46	128721
This is a new volunteering opportunity - edited	No	This opportunity is not published and cannot be seen by users of our website.	23/10/2019, 12:45	128721

You'll see a list of your volunteering opportunities, along with their current status.

Click on the **Opportunity Name** you'd like to edit.

Once you've clicked on the opportunity name, you'll see something like this:



To edit the volunteering opportunity, click on **'New Draft'** (you'll see **'Edit Draft'** if the opportunity isn't currently published, or if there is a draft awaiting approval)

Recruiting? - please set this to 'yes' or 'no' to let us know if you're recruiting at the moment.

Title - this is the name of the volunteering opportunity.

Opportunity Description - give a brief summary of the volunteer role: what volunteers will be doing, who they'll be working with, what difference they'll be making. This will be seen by everyone looking at the directory and will help them decide whether to ask for more information - think of it as your pitch for new volunteers. Short and snappy works best - try to keep to less than 150 words.

Duties - describe what the volunteers will be doing. Again, try to keep this as brief as possible.

Who will the volunteers be working with? Who will the volunteers be coming into contact with during their volunteering?

How many volunteers needed? - you don't have to give a precise figure, but this will give people a sense of how many positions are available.

Location - broadly describe where your volunteering will take place. This could be a specific address or a description of areas of London. This will help potential volunteers decide if it's in the right location for them.

Postcodes - Please provide the postcodes where the volunteering takes place. In the next few months we'll be adding a feature on our website to enable students to view these on a map. You can add multiple postcodes.

Postcodes	
+	<p>Country <input type="text" value="United Kingdom"/></p> <p>Postcode <input type="text" value="n5 6rh"/></p>
+	<p>This will help us display the role on a map at its various location(s).</p> <p>Country <input type="text" value="United Kingdom"/></p> <p>Postcode <input type="text"/></p>
+	<p>This will help us display the role on a map at its various location(s).</p> <p>Country <input type="text" value="United Kingdom"/></p> <p>Postcode <input type="text"/></p>

Commitment – use the drop down box to select what the time commitment is.

- Regular - on a weekly or fortnightly basis for at least 3 months
- Short Term - volunteering on a weekly or fortnightly basis for less than 3 months
- One-Off - volunteering at a single event with no longer-term commitment
- Flexible - volunteering more than once, but with flexibility about when

If you select ‘one-off’ there will be some extra fields to fill out. [See below for details.](#)

Commitment - more information - provide more in-depth information about what the amount of commitment is, and when the volunteering is taking place – for example: “once a week for 2 hours, six months minimum”, “at least one shift a month for 4 hours, 1 year minimum”, “a one-off event on 22nd October, 11am – 4pm”.

This will show up on the directory, so think what sort of information prospective volunteers would want to know.

Training – provide information on how you’ll train the volunteers.

Categories - Select the types of volunteering your project covers (you can scroll down the list). You can double click to add to the ‘Selected Options’, or use the ‘+’ arrow. If you change your mind, use the ‘-’ arrow to deselect the category.

Skills Developed - Select the skills that the volunteers on this role are likely to gain.

Categories:

Available Options:

- Administration
- Adult Education
- Animals
- Arts & Culture
- Befriending
- Black & Minority Ethnic con
- BME
- Campaigning and Ambassac
- Campaigning for Change
- Catering and Hospitality

Selected Options:

Skills developed:

Available Options:

- Admin skills
- Creating social change
- Financial skills
- Leadership
- Marketing
- Mentoring / Coaching
- Negotiating or influencing c
- Presentation skills
- Problem solving
- Project management

Selected Options:

Deadlines

Posted Date – ignore this field.

Deadlines – If you’ve a deadline, input it here. Note that you’ll need to add a time as well - use the 24 hour clock and use colons rather than full stops. For example, if the deadline is one o’clock:

1.00	Wrong!
13.00	Wrong!
13:00	Right!

If you don’t have a deadline, leave this field blank!

Application Criteria - What are the minimum qualities, skills or prior experience that you’re looking for in volunteers? Please be as clear as possible, and only include points that are absolutely necessary for completing the duties you’ve outlined above. If you’ve a minimum age requirement, mention it here too.

DBS check needed? Do volunteers require a DBS check? If so, please indicate what type.

Disabilities information – please give as much information about how the volunteer role may or may not be accessible to people with disabilities. We appreciate this is a very broad area, but the information you provide will help students with disabilities assess whether this is the right volunteer role for them.

Contact – who should prospective volunteers approach if they have questions about the volunteering opportunities?

Application process – how should students apply for this role? It’s really important you’re as clear as possible – this will show interested students how to take the next step to volunteering with you.

Accepts volunteers under 18? UCL does have a small number of students under the age of 18, this information will be useful for them in identifying suitable volunteer roles.

Click on 'SAVE'

Accepts volunteers under 18? *

No ▾

Authoring information
By vsu_test_external_leader

Publishing options

Save **View changes**

Created: Thu, 26/09/2019 - 17:18
Last updated: Fri, 01/11/2019 - 10:16

You'll then be taken back to the 'View published' mode. Note the green message: *"Thank you! The Volunteering Service will shortly review and publish or we'll let you know if we have any questions."*

[+ View Test Organisation organisation](#)

✔ Thank you! The Volunteering Service will shortly review your changes, and either approve them or get back to you if we've any questions.

⚠ This is a published version. There is also a draft version awaiting approval from the Volunteering Service.

Opportunity: Volunteer Befriender

Organisation

Community Organisation
Test Organisation

The Volunteering Service will be notified of your changes and will have a look and approve (or get back in touch if we've any questions / have further changes to make).

Until this happens, the changes you made won't appear on the website: the 'View Published' tab will show the old version, and the 'Edit Draft' tab will show the edited version.

We'll try to approve as quickly as possible! In the meantime, if you have further changes to make, use the 'Edit Draft' tab.

EDITING ONE-OFF VOLUNTEERING OPPORTUNITIES

You'll be asked to complete the following additional fields if your volunteer roles is a one-off event.

Event Dates – put in the dates of the event – this will generate an event on the Students’ Union UCL events calendar.

Dress Code – Should volunteers dress in a particular way? E.g. scruffy clothes and sturdy footwear for conservation activities, smart clothes for certain fundraising events. If this is a one-off event, this will show in the ‘equipment needed’ section of the event page.

Meeting Point – where should volunteers meet for the event?

Wheelchair accessible? – even if you’ve provided information on the disability access question, also answer this as it’s a required field for the events calendar on our webpages.

Event Dates

Show End Date

Date	Time
E.g. 05/10/2019	E.g. 18:00
<input type="text" value="01/10/2019"/>	<input type="text" value="15:45"/>

Repeat

Dress code

Should volunteers dress in a particular way? E.g. scruffy clothes and sturdy footwear for conservation activities, smart clothes for certain fundraising events. If this is a one-off event, this will show in the ‘equipment needed’ section of the event page.

Footwear:

Venue(s)

You have added 0 out of 10 allowed terms.

Meeting point

Where should volunteers meet for this event?

Wheelchair accessible?

Yes

Training

CREATING NEW VOLUNTEER OPPORTUNITIES

To create a new opportunity, go to your main organisation page. On the right hand side you should see a ‘Create Content’ box with a link reading ‘Volunteering Opportunity’.

This is the published version.

Test Organisation

Type: Community Organisation

Create content

Volunteering Opportunity

Sponsored content

Average saving of £8.88 per plate

20% or 50% off dining

Up to 40% off Cinema tickets

Alternatively, there is a button in the 'Opportunities Overview' tab



Both do the same thing!

Alternatively, you can **Clone a volunteering opportunity**. You should use this option if your new opportunity is similar to an existing one – it will save you typing out the same details again, for example contact person or location.



Once you have a blank volunteering opportunity form up, the process is exactly the same as [editing](#).

WE'RE NO LONGER RECRUITING!

Find the opportunity (as per [editing](#)), then select the 'New Draft' button.

Under the 'Recruiting' option change the setting to 'no'

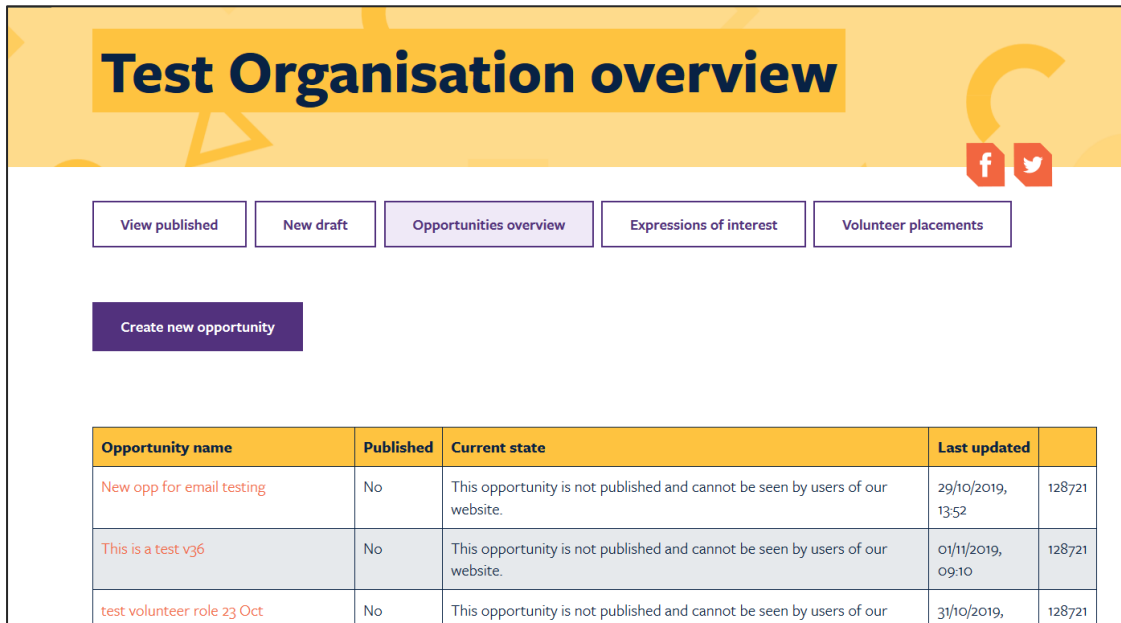
Save changes as per editing.

We'll unpublish your opportunity.

If the opportunity is already unpublished, you don't need to do anything – students won't be able to see the opportunity.

REACTIVATING A VOLUNTEERING OPPORTUNITY

Find the opportunity (as per [editing](#)).



Opportunity name	Published	Current state	Last updated	
New opp for email testing	No	This opportunity is not published and cannot be seen by users of our website.	29/10/2019, 13:52	128721
This is a test v36	No	This opportunity is not published and cannot be seen by users of our website.	01/11/2019, 09:10	128721
test volunteer role 23 Oct	No	This opportunity is not published and cannot be seen by users of our website.	31/10/2019,	128721

The list will show whether the opportunity is published, and whether there is a draft awaiting approval.

Click on the name of the opportunity you'd like to edit.

The Opportunity page will open up. The text appears in a pink box, indicating that it is not published at the moment.

Click on 'Edit draft'

Make sure the 'Recruiting' option shows 'Yes'

Make any further amendments, then scroll to the bottom and press 'Save'.

The Volunteering Service will then review your changes and either approve or get back to you.

The Volunteering Service will then review your changes and either approve or get back to you. Until we've done that, the opportunity won't reappear on our website.

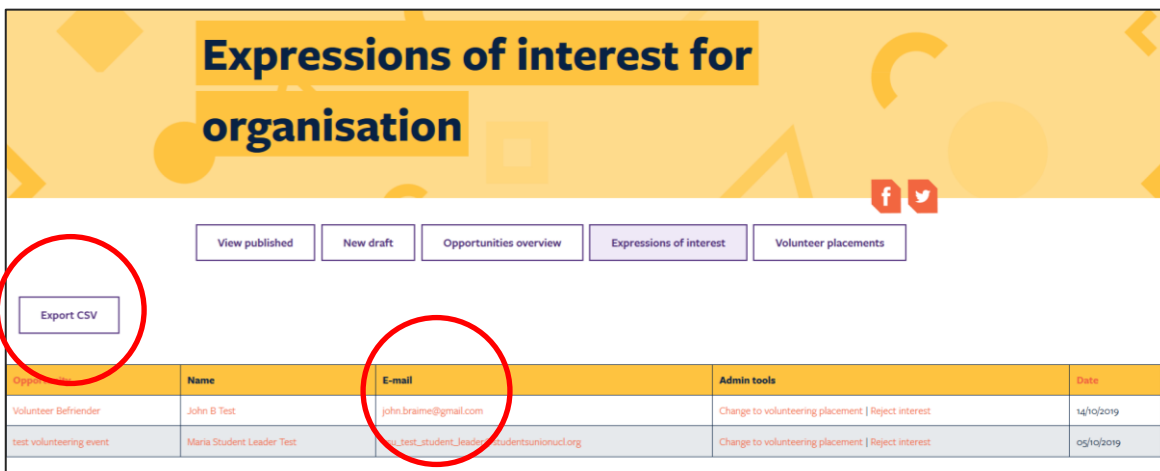
VOLUNTEER ENQUIRIES

We'll email you every couple of weeks with a list of students who have asked for more information about your volunteering opportunities.

You can also see details of students who are interested by clicking on the 'Expressions of Interest' tab on your main organisation page (note you can't see this by looking at the individual volunteering opportunities).



You'll see any students who've asked for more information about your project.



You can click on the student's email and send them an email to say hello and let them know how to get involved.

Note that the students might have also shown an interest in other opportunities on our directory too. Nonetheless, a quick email will increase the chances of them choosing to volunteer with you.

If you have a lot of enquiries, you can export the list as a spreadsheet by clicking on 'Export CSV'. Make sure you save this data securely as it has students' personal data on it.

if there are any students you know are definitely **not** going to volunteer with you, you can remove them from the list by clicking 'reject interest'. This is optional though – each July we'll clear the entire list.

ADDING VOLUNTEERS TO YOUR PROJECT

If a student has expressed an interest, and you've accepted them as a volunteer, you can easily move them to your volunteer list by clicking on **'change to volunteering placement'** in the expressions of interest view. This will enable you to have an overview of all of your UCL student volunteers in one place.

Opportunity	Name	E-mail	Admin tools	Date
Volunteer Befriender	John B Test	john.braine@gmail.com	Change to volunteering placement Reject interest	14/10/2019
test volunteering event	Maria Student Leader Test	visu_test_student_leader@studentsunionucl.org	Change to volunteering placement Reject interest	05/10/2019

If you want to add a UCL student who isn't on the 'Expressions of Interest' list, then let the Volunteering Service know their name and UCL email address – we'll add them.

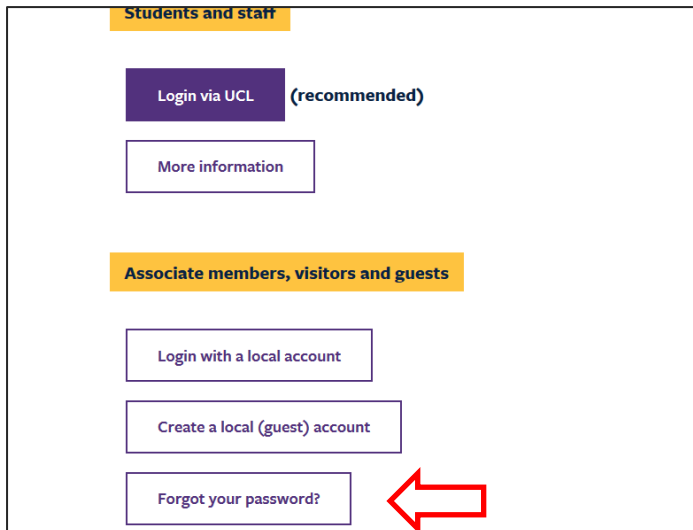
ENDING VOLUNTEERS' PLACEMENTS

If a student's volunteering has come to an end, go to **'Volunteer Placements'** and click on 'end placement'. Put in the last date the student volunteered, and press 'submit'.

If a student never volunteered at all, click on 'never volunteered' then **'confirm deletion'**. They will then disappear from all of your volunteer lists. DO NOT use this option if they've done any volunteering for you at all.

I'VE FORGOTTEN MY USER NAME / PASSWORD

Your user name will usually be your email address. If you've forgotten your password, you can get a new one sent via the login page.



GETTING AN ACCOUNT FOR A COLLEAGUE

Email us at volunteering@ucl.ac.uk and we'll set them up with an account on the system.

I CAN'T FIND MY ORGANISATION PAGE

You can find it by using the search function at <https://studentsunionucl.org/volunteering/organisations>

If you still can't find it, feel free to get in touch!

Updated: November 2019