

Volunteer Role Profile

Volunteer Role	CRM / Database Volunteer
Volunteer Manager	CRM Technical Consultant
Where you will be based	Office

Why we want you

We have recently launched our CRM (customer relationship management) platform, Microsoft Dynamics365, and there is an urgent need to manage the data within CRM. This includes data imports, analysis, and reporting.

Whether you choose to volunteer from home or our London office (with travel and lunch expenses covered), your contribution will be invaluable.

While full training will be provided, we are particularly interested in volunteers with experience in data entry, preferably using Microsoft Dynamics 365 or a similar CRM/database system.

What you will be doing

- Importing financial data into CRM
- Writing SQL scripts for regular member data
- Identifying and merging duplicate accounts

The skills you need

- Some database entry experience (preferably using Microsoft Dynamics CRM or a similar system)
- Confident computer skills
- Attention to detail and analytical abilities
- Strong organisational and administrative skills
- Ability to work independently and as part of a team
- Reliable internet access at home
- Access to your own laptop / computer to carry out this role
- Willingness to commit to 7-14 hours of volunteering per week (we are flexible around study and other commitments)

What's in it for you

- Enhance your CV and LinkedIn profile with directly transferable skills, including Microsoft Dynamics365, Advanced Microsoft Excel, Querying Transact-SQL, and PowerBI reporting
- Receive one-on-one mentoring from experienced CRM and data professionals
- Develop communication skills through regular meetings and collaborative

working sessions

- Make a positive impact on the countryside by contributing your skills and experience to our charity
- Receive a reference for your future work or volunteering opportunities
- The opportunity to attend our online volunteer induction
- We provide out-of-pocket travel and lunch expense when in office