

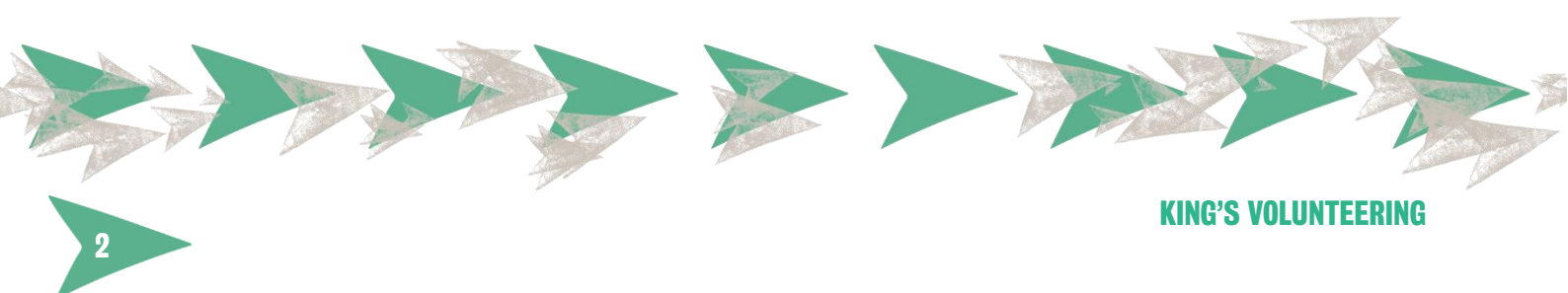
**KING'S  
VOLUNTEERING**

**KING'S**  
*College*  
**LONDON**

# **Community Organisation Guidelines**

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# Welcome to King's Volunteering

King's Volunteering connects you with students and staff at King's College London through our digital volunteering platform, helping you find passionate volunteers who are committed to your social mission and want to help make a difference.

From being a trustee for a local charity, to delivering food parcels as a volunteer bike rider or providing specialised research skills to help you monitor and evaluate your impact. Whatever your needs are, our staff and students are looking for a range of opportunities and causes to give their time, skills and knowledge to.

The King's Volunteering team will offer you their enthusiasm, knowledge, skills and support to provide the best volunteering support service to meet your organisational needs.

## How we can support you

- Advertise your opportunities on our digital volunteering platform, where students and staff can search for volunteer roles.
- Support and guidance with onboarding to our digital platform.
- Access tailored support - our team can offer you help with one-off events, projects, targeted promotion, and signposting to other opportunities at King's.

## Meet the team



**Laura Beswick**  
Volunteering  
Implementation Lead



**Abi Micallef**  
Volunteering  
Partnerships  
Manager



**Abbie Russell**  
Volunteering  
Engagement Officer



**Marion Guerbet**  
Social Impact  
Assistant

# Signing up to King's Volunteering

To register on the platform, you will need to register for an organisation profile on our platform and agree to our Community Partner Agreement and Terms and Conditions.

## Documents you'll need

To register on the platform, you will need to register for an organisation profile on our platform and agree to our Community Partner Agreement and Terms and Conditions. Once you have been approved to create a profile, you will be asked to upload copies of the following documents to complete your profile. We advise you have copies of these ready to upload before starting the registration process.

- Public Liability Insurance
- Health & Safety Policy
- Volunteer Policy
- Safeguarding Policy (if relevant)
- Privacy Policy
- Modern Slavery Policy
- Anti-Bribery Policy
- Code of Conduct/Ethics
- Volunteer Recruitment Policy (If you do not have one, please provide a summary of how selection of volunteers is conducted)



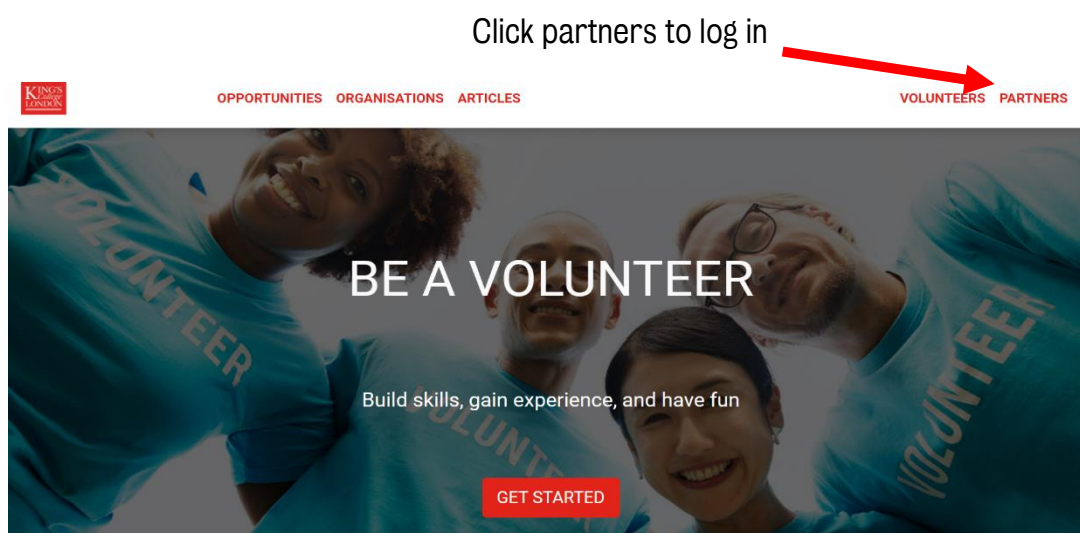
# Step by step guide to registering

## Step 1: Create your profile

To register on the platform, you will need to register for an organisation profile on our platform and agree to our Community Partner Agreement. Your profile must include a logo, header image and the required information indicated with a “\*”. Once you have completed these two steps, your profile will be reviewed by a member of the King’s Volunteering team. This will take up to two business days. Once your profile has been approved, you will receive an email notification and you will be able to add volunteering opportunities.

**Registering for the first time?** Click ‘Partners’ and fill in the ‘register as organisation’ information. After submitting your details you will be sent a validation email. After validating your email, you will be able to log into your account and create your organisation profile for volunteers to see on the platform. You’ll also be asked to add information about your organisation, upload required documents, a logo and banner image and you can start posting opportunities and articles to our volunteers.

**Login** using your email address and password. If you can’t remember your password, enter your email address and click “forgot password?” to reset it. If you are logging in for the first time with an existing account, you will need to reset your password to get started.



Register as an organisation

Log in here if you have an existing account

Register an Organisation   Organisation Login   Request new password

E-mail \*

Organisation name \*

Organisation number \*

Organisation type \*  
- Select a value -

First name \*

Find skilled volunteers  
Post opportunities to the KCL's Volunteering community for free to find skilled volunteers to help you deliver your projects.

## Step 2: Navigating the platform

Once you are logged in you will be taken to your dashboard. On the dashboard you will see any pending items that need your attention as well as quick links to the most visited pages.

- **User Menu** - clicking on “view profile” will take you to your personal profile on the site where you can update your contact details and personal information. This is related to you as an individual user. This is also where you will find the “logout” button.
- **Main Menu** - here you will see links to all the pages to manage your profile.
- **Navbar Menu** - here you will see links to all the publicly available pages on the site.

Main menu   User menu   Nav bar

Menu   Marion Guerbet

My Dashboard

Volunteers

Opportunities

Articles

Organisation Profile

Add organisation manager

Messages

OPPORTUNITIES   ORGANISATIONS   ARTICLES

You are now masquerading as Marion Guerbet.

DASHBOARD

Welcome to your dashboard! Here you will see all the things that need your immediate attention as well as quick links to commonly visited pages.

Volunteers   Create Opportunity   Create Article   Edit Profile

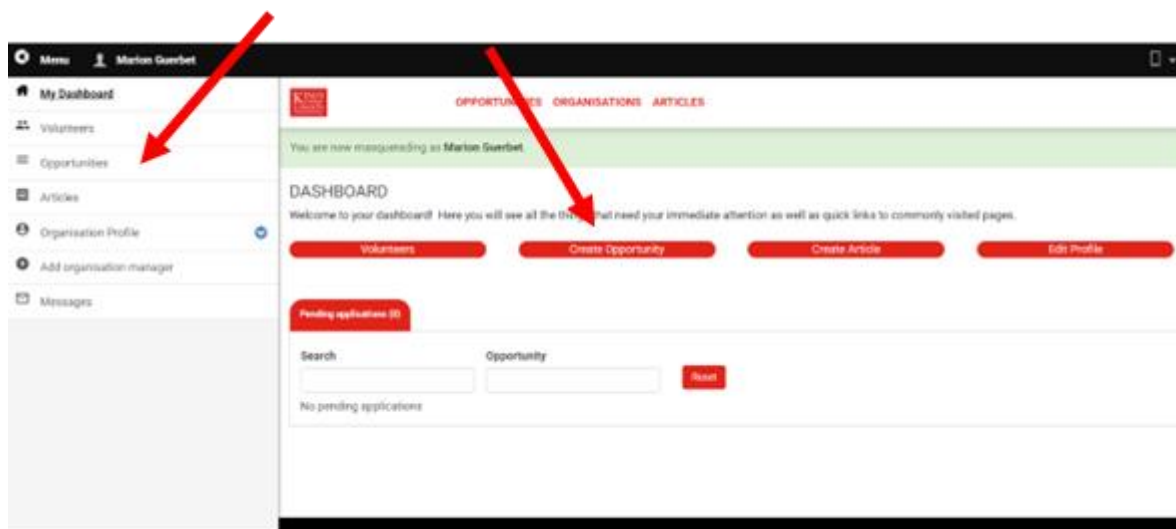
Pending applications (0)

Search   Opportunity   Reset

No pending applications

### Step 3: Post Opportunities

To submit your opportunities, go to the “opportunities” page from the main menu or click the “create opportunity” quick link from your dashboard. Here you will be able to add information about each volunteering opportunity before submitting for approval and manage your applicants.



After submitting your opportunities, they will need to be approved before they are published. You will be notified once your opportunities have been approved by the King's Volunteering team and added to the opportunities page. You will receive a notification every time a new volunteer registers for your opportunities and you can track all your volunteers through the “view applicants” link.

## Top tips for advertising your opportunity

Your role will appear alongside others on our platform, so it's important to make it sound appealing to potential volunteers so they want to volunteer with your organisation.

- **Provide all the necessary details.** Missing information leads to less applicants. What tasks will the volunteer be responsible for? Where will the work be carried out? Is the role in person or remote? Is there flexibility with the role? If your advertisement is missing key details, potential volunteers will more likely pass over the role and look elsewhere.
- **Promote the impact they'll have.** People are more likely to be motivated if they can see the difference they will make through volunteering. Tell them not just the tasks they'll be performing but the outcome of these tasks, e.g. reducing loneliness for older people, or improving someone's quality of life.
- **Check your language.** Speak directly to the reader in your advertisement. The use of "you" and "we" will appear more engaging and friendly, rather than "The volunteer". This helps people visualise themselves in the role.
- **Avoid brief and vague role descriptions.** Volunteers want to know what they will be doing, what impact they'll have on the organisation and what skills they'll gain. Our mandatory boxes will help ensure you include this.
- **Have a written Role Description before writing an advertisement.** This will help you clarify the required tasks beyond just needing "help". Undefined roles are difficult to become enthusiastic about, and enthusiasm is the emotion you want to elicit in potential volunteers who read your advertisement.
- **Tell them what's in it for them.** When you invite someone to volunteer you are asking them to give up some of their discretionary time. Therefore, you want the role to be appealing, and rewarding. Tell them what they'll get out of volunteering for you e.g. gaining a new skill, developing a professional network, having fun, etc. Our 'what you'll do', 'what you'll love', and 'what you'll learn' prompts on the platform will help.



## Application process

When adding an opportunity you can specify the application requirements - such as CV, DBS check, in-person interview - so interested volunteers know what is involved. There are also options to ask the following questions to applicants:


- Are there any specific language requirements for this role?
- Are there any specific skills required for this role?
- Are there documents that applicants need to complete before submitting their application? If so, you can upload them and applicants will be asked to download, fill out and attach with their application

Additionally, you can add up to 5 additional applicant questions. If you choose to do this, please avoid adding questions that you will ask them to answer again at a later stage of the application or recruitment process.

Once your opportunity has been posted, and individuals have applied for your role, you will receive a notification. You can review applicants by clicking 'opportunities' in the main menu, and 'manage application' on the specific opportunity. Here you can view applicants and their applications and respond to them. Remember to update the platform regarding the applicant's status; contacted, not the right fit, interviewing for the role, etc.

Opportunities      Manage application

The screenshot shows the 'Opportunities' page of the King's Volunteering platform. The left sidebar contains a menu with items: My Dashboard, Volunteers, Opportunities (highlighted), Articles, Organisation Profile, Add organisation manager, and Messages. The main content area is titled 'Opportunities' and includes a 'Create new opportunity' button. Below this are filters for Status, Opportunity Manager, Visibility, and Archived/Published, along with an 'Apply' button. A table of opportunities is displayed with columns: Opportunity, Status, Visibility, Applicants, Opportunity Managers, Posting Start Date, Posting End Date, and Posted on. One opportunity is listed with a status of 'Pending Archived' and visibility 'Posted'. The 'Applicants' column for this opportunity shows '(0) Manage application', which is highlighted by a red arrow. A 'View Opportunity' link is at the bottom of the table.

Opportunity	Status	Visibility	Applicants	Opportunity Managers	Posting Start Date	Posting End Date	Posted on
	Pending Archived	Posted	(0) Manage application		17 May 2022	17 May 2023	17 May 2022 - 02:51

## Next steps

Once you have received applications for your role you can recruit volunteers as per your volunteer recruitment policy. Be sure to notify any unsuccessful applicants using the 'manage application' options.

When you have a volunteer recruited you can onboard and train them for their role as per your organisations policy. You can continue to upload opportunities to our platform as they arise.

## Approve Hours

Volunteers will log their volunteering hours through the platform to track the work they are doing with your organisation. If you are listed as an approver on the hours (your email is listed as the organisation contact) you will receive an email requesting your approval. Simply click the button in the email to review and approve the hours. You will be helping volunteers to gain credit for their work and will support them in demonstrating their experiences to prospective employers. This data also helps us to measure volunteering across King's, so that we can better support our volunteers and community partners.

Should you have any questions regarding the King's Volunteering platform or wish to get in touch regarding a specific opportunity or volunteer, you can contact the team at [volunteer@kcl.ac.uk](mailto:volunteer@kcl.ac.uk)

