King's College London

Community Organisation Guidelines

King's Volunteering Platform

Contents

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
Head of
Volunteering

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.

Who we work with

King's Volunteering has been established to connect King's students and staff with meaningful volunteering opportunities with organisations driving positive social change in our local, national and international communities. If you are a charity, community interest company, social enterprise, voluntary group or organisation with a clear social mission, and are looking for volunteers to enhance the impact of your work, we would love to hear from you.

Documents you'll need

You'll then need to complete your organisation profile, which will include uploading copies of the following documents. We advise you have copies of these ready to upload before starting the registration process.

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

* Providing a modern slavery policy and anti-bribery policy is only required if your organisation meets all of the following criteria:

- it is a 'body corporate' or a partnership, wherever incorporated or formed
- it carries on a business, or part of a business, in the UK
- it supplies goods or services
- it has an annual turnover of £36 million or more
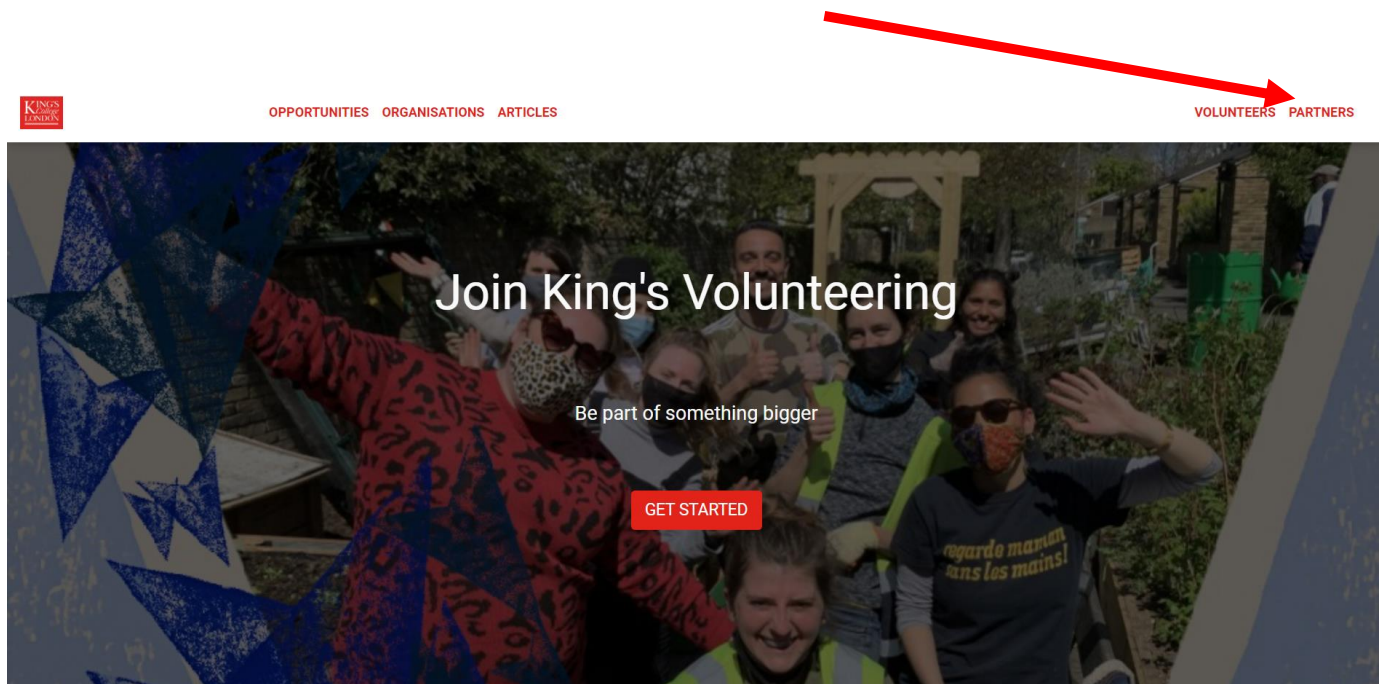
Step by step guide to registering

Visit volunteering.kcl.ac.uk to begin.

Step 1: Create your profile

Registering for the first time? Visit https://kings.cloud.opencampus.net/register 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.

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.

Click 'Partners' to log in

Register as an organisation

Log in here if you have an existing account

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 your name 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

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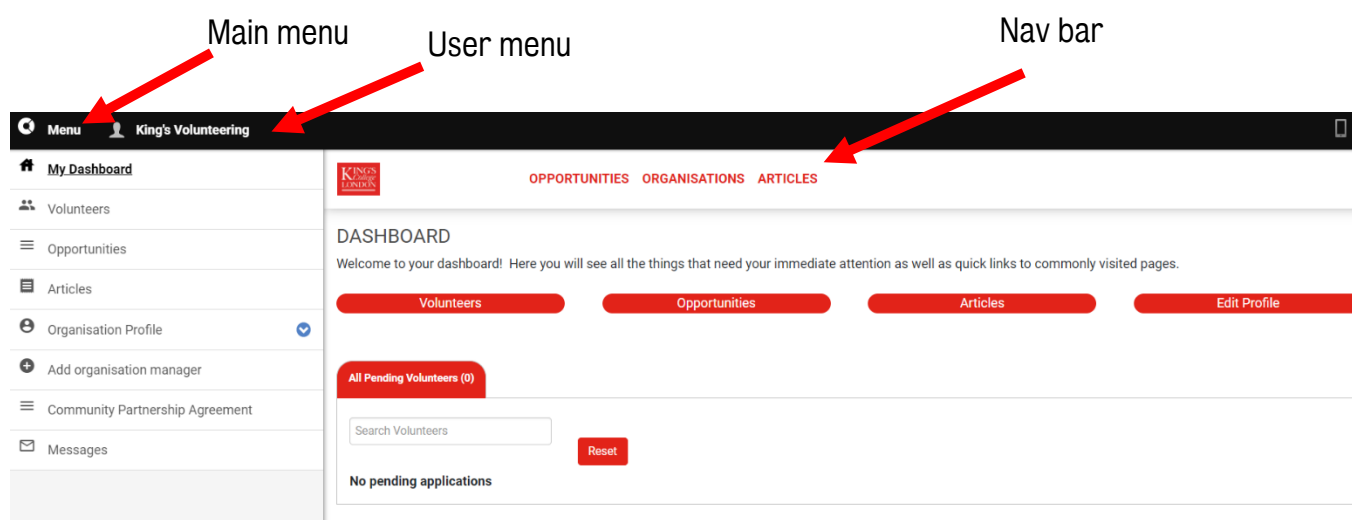
Step 3: Complete your organisation profile

From your [Dashboard](#) you can click to edit your organisation profile. You will 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. These are mandatory to register successfully.
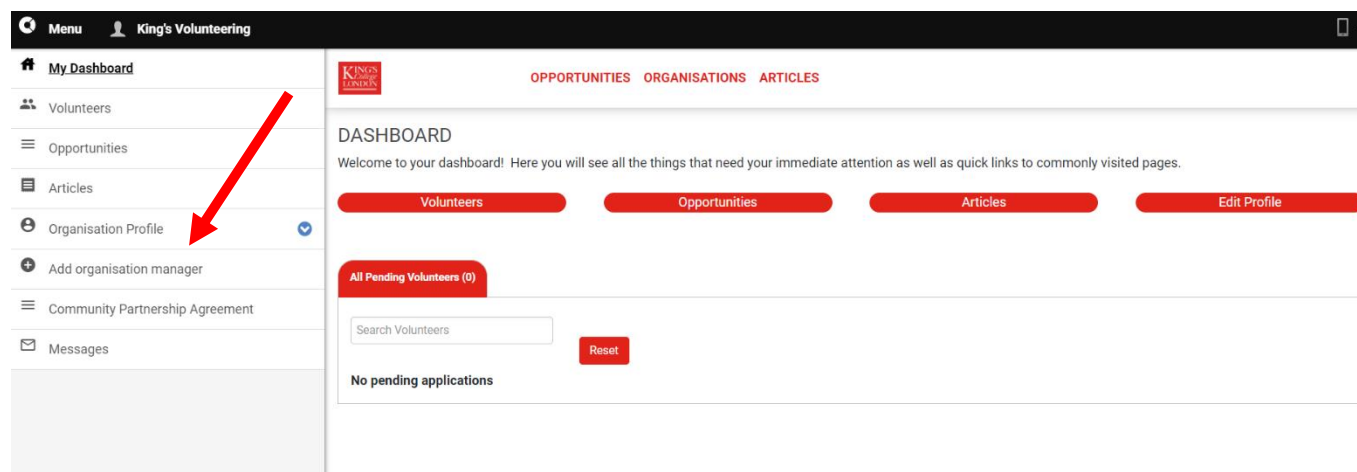
Step 4: Submit opportunities

To read our top tips for advertising your opportunity, click here

To submit your opportunities, visit your [opportunities page](#) or navigate to it from your [dashboard](#) by clicking on the "opportunities" page in the main menu. Here you will be able to add information about each volunteering opportunity before submitting for approval.
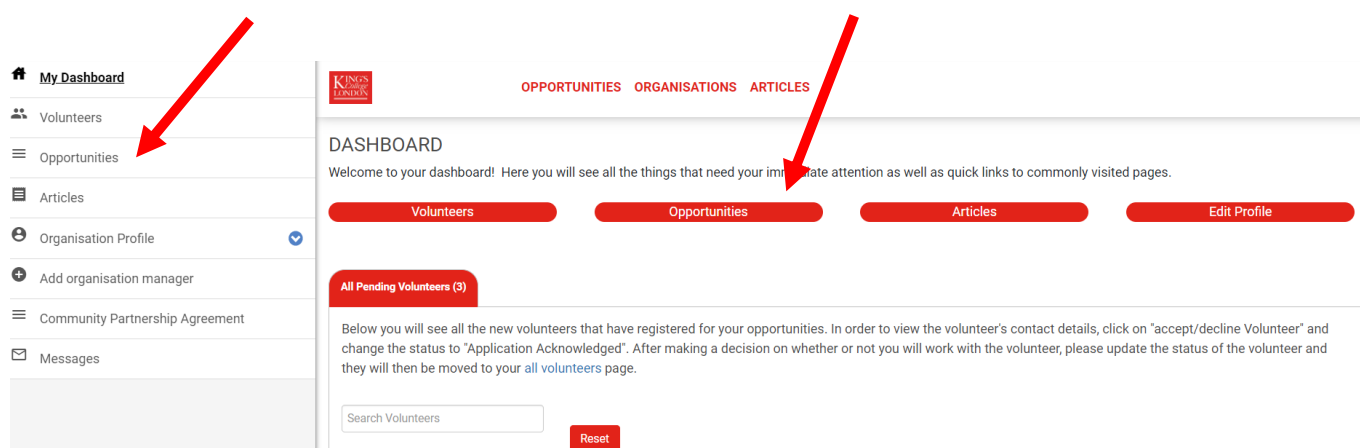
Once submitted, opportunities will be reviewed and approved by the King's Volunteering team before being published. You will be notified once your opportunities have been approved by the King's Volunteering team and added to the opportunities page. You will receive a notification each time a new volunteer registers for your opportunities and you can track all your volunteers through the "view applicants" link.

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.

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Reviewing applicants

Once someone has applied for one of your volunteer roles, you will receive an email notification if you have enabled these in your profile settings. To review and respond to applicants, visit your [dashboard](#). Applicants will display under 'Pending Volunteers'. To view applicants information, you will need to accept them and change their status.

Click 'Accept/Decline Volunteer'
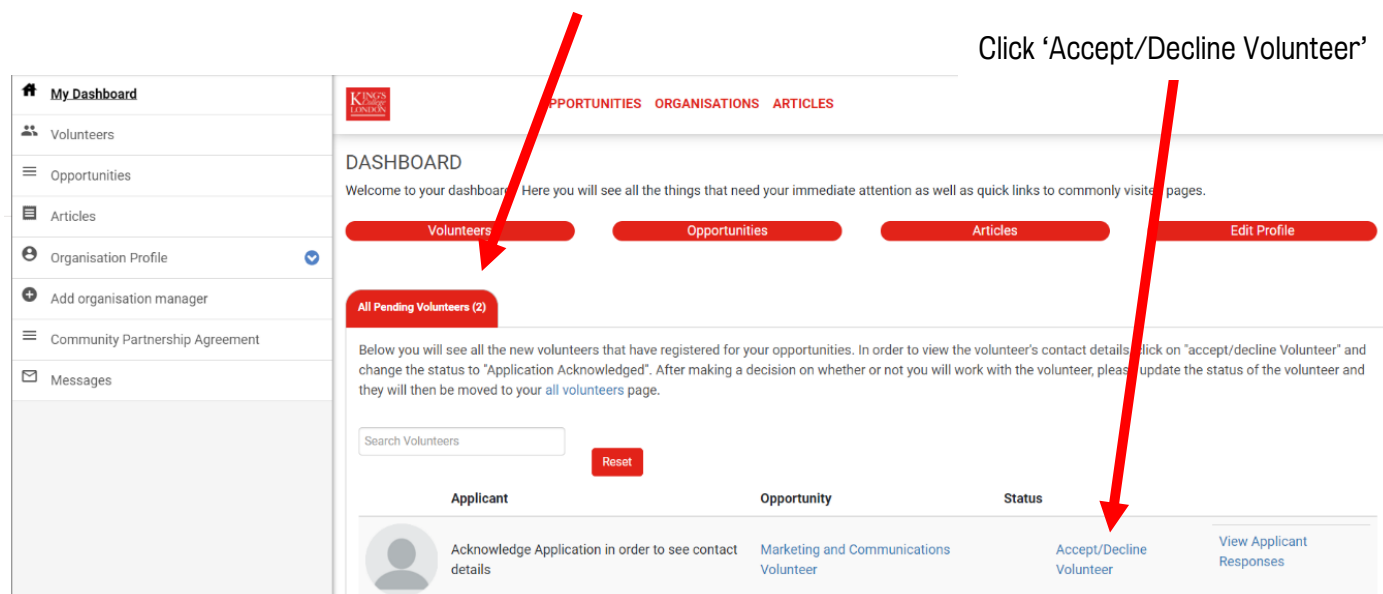
Update status from dropdown menu
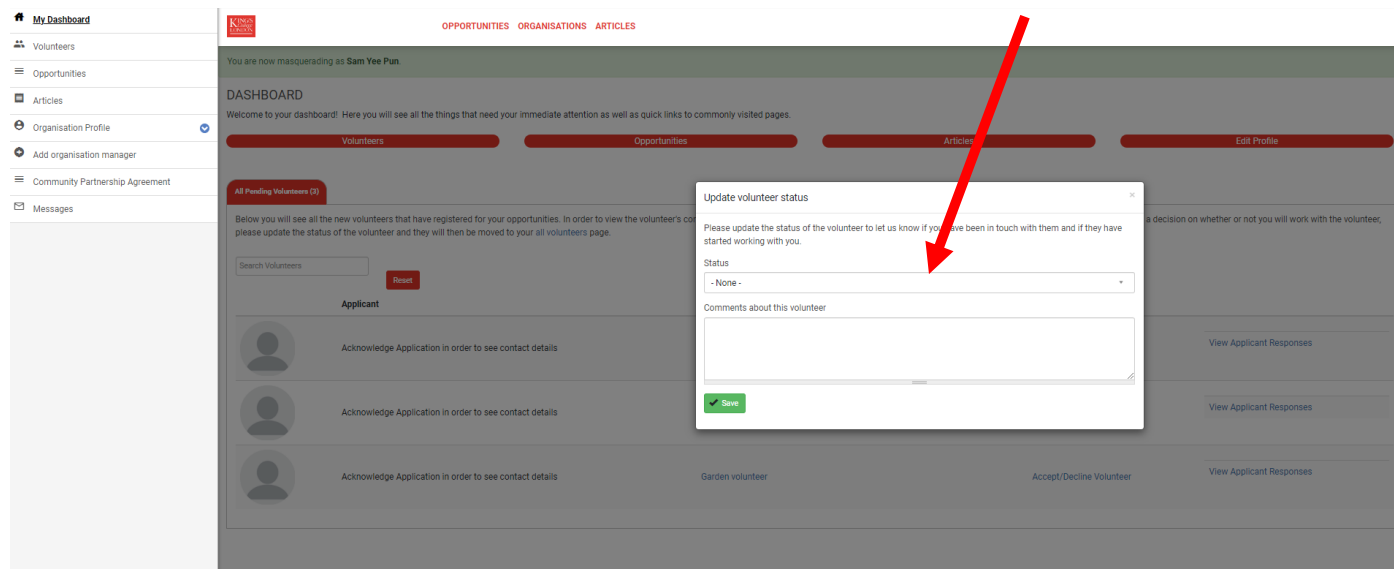
Once you have updated the status, you will be able to see the applicants' details including email to follow up on their application according.

Please update the status of the applicant throughout the recruitment process using the status drop down menu. This ensures the King's Volunteering team can see the applicant has been contacted. The King's Volunteering team will send reminders about contacting applicants if there is no update to the status.

Once you have received applicants, you will be able to review volunteers on the platform using under the 'Volunteers' tab, and update applicants' status here.

Approving Volunteer Hours

Once volunteers have completed volunteering with your organisation, they will log their volunteering hours through the platform to track the work they are doing. 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 for the time volunteers have logged, as shown below.

Simply click the red button showing 'view' in the email and you will be taken to the platform. Here, you will see the details that have been submitted by the volunteer. Please review them to ensure they are correct. You have the option to approve or reject the submission.

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.

If you have any questions about approving hours, please contact the Volunteering Partnerships Manager at [volunteer@kcl.ac.uk.](mailto:volunteer@kcl.ac.uk)

Top tips for advertising your opportunity

Your role will appear alongside others on our platform, so it is 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 to the role 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.

If you have any questions about registering on the King's Volunteering platform, your opportunity or working with King's Volunteering, you can get in touch by emailing volunteer@kcl.ac.uk.