

WORKING WITH STUDENT VOLUNTEERS

WELCOME TO THE VOLUNTEERING AND AWARDS TEAM

MEET THE TEAM

Kirsty

- Joint team lead.
- Leads on the development of volunteering initiatives in local neighbourhoods.

Emma

- Joint team lead.
- Leads on the development of international volunteering initiatives.

Amelia

- Works with organisations who provide local volunteering opportunities.
- Key contact for the Volunteering Fair and Student Volunteering Week.
- Coordinates the University's Green Wellbeing Project and Heart Heroes.

Fran

- Works with organisations to promote local and international volunteering opportunities to students.
- Key contact for the Volunteering Fair and Student Volunteering Week.
- Coordinates the University's Team Rwanda project.

Angela

- Leads on the University of Manchester Stellify Award and annual Volunteer of the Year Awards.

Catherine

- Leads on Volunteer Hub and general enquiries.

Andrea and Beth

- Key contacts for Volunteer Days.
- Support the delivery of local volunteer initiatives (Beth) and international volunteering (Andrea).
- Create social media and marketing content.

The University of Manchester Volunteering and Awards Team will offer you their enthusiasm, knowledge, skills and support to provide the best volunteering support service to meet your organisation's needs.

We can provide you with support and advice on advertising your volunteering opportunities to students.

If you don't already have a named contact, get in touch with us and we will allocate you the member of the team who is best placed to help (usually someone with experience of working with similar organisations).

We're here to help and we want to hear from you, so please don't hesitate to contact us with any queries at: volunteers@manchester.ac.uk

HOW WE CAN SUPPORT YOU

- **Recruit student volunteers on Volunteer Hub**, our online database where you can advertise all your volunteering opportunities and students can search for volunteering roles.
- **Access tailored support** - our team can offer you help with one-off events, projects and targeted promotion.
- **Join us at the annual Volunteering Fair**, our flagship volunteering recruitment event, giving you the chance to meet students face-to-face.





REGISTERING WITH US

Registering for the first time or registering as a new contact for an existing organisation

Go to Volunteer Hub and select 'Register Now' in the 'Organisation login' box.

Volunteer Hub can be found at find-volunteering.manchester.ac.uk

Complete the first part of the form with your own details. Then start typing the name of your organisation in the 'Existing Contact' box. If your organisation appears in the drop-down list it means that the organisation is already registered with us, so please click it to populate the rest of the form. You can then check and update these details once you're logged in if needed.

If your organisation doesn't appear in the drop-down list, your organisation is not yet registered with us and you will need to complete the form in full, including uploading your organisation's logo.

Multiple people can be attached to an organisation's account, but bear in mind that everyone has the same level of access, e.g. to change adverts. Each person should create their own profile and attach themselves to the organisation.

You'll get an email to let you know when your account has been approved, which usually takes no more than one or two working days. Click the link included in this email to set your password which you can then use along with your email address to log in.

Public Liability insurance

We require organisations that we work with to have Public Liability insurance in place. Without this it is very unlikely that we will be able to advertise any roles on your behalf.

You will have the opportunity to add or update your insurance details during the registration process, or if you don't have these to hand you can submit the form and add them later. You will receive an email reminder the month before your Public Liability insurance expires, reminding you to update your details.

Once logged in, select 'Update your organisation'. Here you can update the organisation's details, including adding the new insurance information.

If you do not update your insurance, any adverts on the Volunteer Hub will be deactivated until the insurance information is updated.

Resetting your password

If you forget your password, send us an email and we can reset it for you. We will send you a replacement to allow you to log in temporarily. The first time you log back in, you will need to change the password to something more secure.

ADVERTISING YOUR VOLUNTEERING OPPORTUNITIES

Volunteering opportunity adverts

Once you are logged in to Volunteer Hub, click 'Post an opportunity vacancy' in the organisation menu and fill out the online form. Your advert will then be checked and usually published within one working day. If we have any queries about your advert we'll get in touch.

Use the 'Description of role' box for the main part of your volunteering opportunity. We recommend including all the information set out under the following subheadings in your advert:

Duration of role

If you are asking volunteers to commit to a long-term role, make this clear and explain why this is needed. If the volunteering is flexible, include this in your advert as students may find it easier to fit this sort of role around their studies. We recommend labelling opportunities 'short term' if they're less than eight weeks long. Anything longer than this should be labelled 'long term'.

Role/opportunity description

Add a description including the purpose of the role, what tasks the volunteer will do and who they will be working with. Students will use this to get an idea of what the role will be like and can decide if it's right for them. You could include some information about your organisation and beneficiaries in this section, especially about how the volunteer role will make a difference so that they can see how important the role is. You may also want to mention any specific skills you are looking for in prospective volunteers.

Benefits to the volunteer

You might want to include what benefits the role or opportunity might involve. Examples might include: meeting a great bunch of like-minded people; developing communication skills; taking part in volunteer development training sessions or even free tea/coffee!

Getting there

Where will the volunteering take place? It's a good idea to suggest some public transport tips, especially for students who may not be familiar with Manchester. For example, you could specify which bus route to take, or walking distance from a central location. This is especially important for roles based away from the main student areas or the city centre.

Next steps

You might want to include some information about next steps for the volunteer, for example details of your volunteer induction process or dates of upcoming information sessions. Please make sure students are encouraged to apply via Volunteer Hub rather than contacting you directly. This means there is a record of all the students who have applied for your opportunity and makes it easier to log their volunteer hours later.





RECRUITING STUDENT VOLUNTEERS

Volunteer applications

When a student clicks 'Apply now' on your opportunity advert, you will receive an email notification to check Volunteer Hub.

To see who has applied, log in and in the organisation menu, click 'Our opportunities', then 'View volunteers' next to the role. Click their name to see the information the student has submitted, including their contact details and why they have applied.

You can then contact them via email or phone to follow up with more information about the role and next steps. You can download an excel spreadsheet of all the volunteers who have applied by clicking 'Download CSV' at the bottom of the page.

TOP TIPS

- Follow up with students as soon as possible after they have applied. We advise students that they can expect to hear back from an organisation within ten working days.
- Having a clear next step and induction process will help to keep students informed and feel supported before they begin their role, especially if they have never volunteered before.

Promoting your volunteering opportunities

Once your advert is on Volunteer Hub, there are lots of ways we can help you to promote it to students. For example, we can target students on specific degree programmes who may have an interest in your opportunity. If you let our team know about your new advert we can make sure it features on upcoming social media posts and student e-newsletters.

Recording volunteering hours

In exchange for using Volunteer Hub, we require our partners to record the volunteering hours for students that are volunteering with you. We recommend adding the hours in chunks - once a term or even once a year works best. Make sure that you record them by 31 May to meet our annual deadline.

You can do this on Volunteer Hub by selecting 'View Volunteers' on the opportunity, then 'Update Hours' or 'Bulk hours update' if you have a group of volunteers' hours to update. This allows students to gain recognition for their volunteering and means that we can ensure that we have enough staff to support you.

If students haven't signed up through your advert on Volunteer Hub, they can still make their hours count by recording them as independently sourced volunteering.

REWARD AND RECOGNITION

Recognising volunteering hours

Students can get their community-facing volunteering recognised by the University if they are recorded on Volunteer Hub. These hours can be used to count towards the Stellify Award, a prestigious University award which recognises the extra-curricular activities a student undertakes.

stellify.manchester.ac.uk

Some students will be taking the Manchester Leadership Programme (MLP). This combines an academic unit with volunteering to explore issues such as climate change, inequality and social responsibility.

manchester.ac.uk/mlp

Student Volunteering Week

Student Volunteering Week is a national event that takes place in February every year. It's a week-long celebration of everything to do with student volunteering! Every year we distribute thank you cards to our student volunteers. Check our newsletter for details of when to request your cards and other ways to get involved.

manchester.ac.uk/svw

Volunteer of the Year Awards

The University uses our annual Volunteer of the Year Awards event to recognise and celebrate the community activity of its members. Community volunteering is recognised in two categories: Student of the Year, and Student Group of the Year. Make sure you nominate any amazing volunteers!

manchester.ac.uk/volunteeroftheyear

Tell us about your great student volunteers!

It's always good to hear about the difference student volunteers have made, so please let us know what your volunteers have been up to. We might be able to use them as a case study, or feature their story on our website and in our newsletter.

CONTACT US

manchester.ac.uk/getvolunteers

volunteers@manchester.ac.uk

 @uomvolunteering

