Candlelighters Volunteer Role Profile

Volunteer Ambassador

Team: The Fundraising Team

Location: Most events are currently in Bradford, Hull, Leeds, Wakefield or York however we welcome applications from volunteers throughout Yorkshire

Time commitment: Approximately one event a month (can be evenings/weekends)

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**About Candlelighters**

Candlelighters provides financial, emotional and practical support to families affected by childhood cancer in Yorkshire. We support around 150 new families each year and our work ensure the whole family unit is supported in these extraordinary circumstances.

We support children and their families from diagnosis and throughout their journey, including financial support, practical help in hospital, much needed breaks, as well as emotional and well-being support at our Family Support Centre (The Square) and in local communities across Yorkshire.

**Purpose of the Role and Key Activities**

Volunteer Ambassadors represent Candlelighters at functions and events throughout Yorkshire. They help us to reach a wider audience and have a wider presence throughout the region. They help to raise awareness and encourage individuals and groups to support our work.   
  
The role of an Ambassador is varied, but activities may include:

* Representing Candlelighters at events and functions
* Delivering talks and presentations about Candlelighters
* Attending cheque presentations (including taking part in photographs where required)
* Receiving donations on behalf of Candlelighters
* Running information and fundraising stalls
* Promoting ways people can get involved, either as supporters or volunteers
* Researching potential awareness raising or fundraising opportunities in the local area
* Supporting with other fundraising events and activities where possible.

**We are looking for volunteers who:**

* Have been supported by Candlelighters in some way so have a personal knowledge and awareness of the work of Candlelighters
* Can attend events in your local area, be it Bradford, Leeds, Hull, Wakefield, York or the North/South/East Coast of Yorkshire (if you’re happy to travel outside your local area too let us know)
* Are available to attend approximately one event a month (evenings/weekends)
* Are experienced at and comfortable with giving presentations and talking to groups of people
* Are passionate and enthusiastic about our work
* Have good presentation, communication and interpersonal skills
* Have the confidence and ability to communicate effectively with a variety of people
* Can talk and answer questions about Candlelighters with confidence and sensitivity
* Are organised, reliable and trustworthy
* Are polite, friendly, approachable and personable
* Are able to work independently and use their own initiative
* Have basic IT skills
* Can remain professional, manage own emotions and separate own personal views and perspectives
* Are willing to complete initial and ongoing training as needed
* Will adhere to Candlelighters’ policies and procedures.

This role is subject to an enhanced criminal record check, which is processed through the Disclosure and Barring Service (DBS).

**Support and Benefits**

You will receive:

* Thorough induction & training to give you the confidence to perform your role well and to the best of your ability
* Opportunity to develop new and existing skills to help you beyond your involvement with Candlelighters
* Ongoing support from the Fundraising and HR teams
* The opportunity to meet lots of new, friendly people
* The opportunity to expose yourself to new experiences
* Certain expenses to be reimbursed as agreed with your Volunteer Supervisor, in accordance with our Expenses policy
* Regular reviews with your Volunteer Supervisor to help you develop in your role
* Satisfaction in knowing you are making a valuable contribution to supporting children and families affected by childhood cancer
* We can be a reference once you’ve volunteered for three months
* Access to 24/7 mental health helpline
* Charity Worker Discount card
* Access to The Company Shop

**How to Apply**

More details and an application form can be found on our website: <https://www.candlelighters.org.uk/howyoucanhelp/volunteer-for-candlelighters/current-volunteering-opportunities/>

If you have any queries, please contact Corinne Dicker (HR and Volunteering Manager) at [volunteering@candlelighters.org.uk](mailto:volunteering@candlelighters.org.uk) or 0113 887 8333.

Successful applicants will be invited to attend an interview. Successful candidates will be required to complete our online induction and training before starting the role.

Thankyou