

Volunteer Role:

Three Rings Support Team

Three Rings CIC is a not-for-profit organisation which makes volunteer management software. Since 2002, our team of volunteers has worked to make it easier for other people to volunteer: the *Three Rings* system is used to manage shifts and volunteers everywhere from Samaritans branches and helplines to community libraries, theatres, and major museums.

We're a web-based organisation, and our volunteers work flexibly and remotely from around the UK (although we do like to meet up to socialise and talk shop at least a few times a year!)

We're looking for volunteers to join our Support Team - answering any emails that come in from our users, and helping them to get the most from *Three Rings*.

If you're interested, or want more details about who we are, and how you can help, email volunteer@threerings.org.uk - we're looking forward to hearing from you!

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| Location: | <p>Flexible - <i>Three Rings</i> volunteers work from home, and can log in to our systems remotely.</p> <p>Some optional team activities or social events may require travel, for which expenses will be paid.</p> |
| Time Required: | <p>Flexible - volunteers are asked to monitor the <i>Three Rings</i> support mail inbox on a particular day per week (days are assigned based on team needs and any other commitments volunteers may have)</p> <p>Typically, we receive between 3 - 7 emails per day, and as an organisation we commit to answering these within 24 hours of receipt.</p> <p>New Support Team volunteers will discuss the best response with an assigned mentor, who will help guide their responses until they are both comfortable with moving towards sending emails without collaborating on the reply.</p> |
| Key Tasks: | <p>Responding to support requests - by email.</p> <p>Volunteers will help to guide users through various issues such as lost passwords, use of the <i>Three Rings</i> system, and locating information in the <i>Three Rings</i> Help pages.</p> <p>Volunteers may refer some user emails on to the relevant teams, for example the Billing or Welcome teams for invoice and new user queries.</p> <p>Use of appropriate tone - Three Rings CIC tries hard to put a friendly face on IT: new members of the support team are encouraged to adopt the 'house style' of writing in a semi-formal, natural, tone rather than relying on formulaic and</p> |

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| | <p>formal language.</p> <p>Maintaining confidentiality - a number of services benefitting from <i>Three Rings</i> store sensitive data on the system. All volunteers are required to sign an NDA, and are expected to treat any information they access as part of their volunteering with Three Rings as strictly confidential.</p> |
| Experience/Skills | <p>Full training will be given - but experience of using <i>Three Rings</i> is highly desirable</p> <p>Computer literacy and familiarity with email is essential to this role.</p> <p>The ability to clearly explain concepts and processes is highly desirable</p> <p>An understanding of the third sector, and a commitment to supporting Three Rings CIC in our goal of supporting and enabling volunteering is essential</p> <p>A friendly, approachable manner - both for helping the users and for making friends with the rest of the team!</p> |
| What You Can Expect from Us: | <p>The chance to contribute to the Third Sector - <i>Three Rings</i> is used by everyone from Samaritans and libraries to theatres and museums - as part of our team, you'll be helping thousands of others to give their time to the causes they care about.</p> <p>Commitment to your training - new volunteers are assigned a mentor to guide them through the training process, and help them build the skills they need</p> <p>Commitment to personal development - Three Rings CIC has a volunteer development budget which can help pay for conferences and training relevant to your role with us.</p> <p>Skills and experience to boost your career - The kind of direct customer support and representation skills you build on the Support Team are vital in any number of professional roles: as a volunteer, you'll not only be able to boost your CV, but you'll also be entitled to use Three Rings CIC for references when you need them.</p> <p>A new family of volunteers - At Three Rings, we're united by the cause we care about, but we believe a friendly, effective team is a key part of delivering excellent service to our users.</p> <p>We hold in-person meetups two or three times a year, and run weekly 'virtual socials' on our Slack channel so all our volunteers can get to know each other better.</p> |