

Volunteer Referral Coordinator



Pennywise is a Big Lottery funded charity which aims to build people's confidence around money management. Through one-on-one support, workshops and events, Pennywise gives people the tools to take control of their finances.

We're looking for a dedicated volunteer to support the Pennywise's team.

What will you be doing?

- Dealing effectively with telephone enquiries and referrals, including adding referrals to the online support database or signposting to other agencies as required.
- Making initial phone contact with newly referred clients. This will involve promoting the Pennywise project and gathering information about client's circumstances.
- Managing a client contact list and effectively passing information to Pennywise Project Advisors.
- Managing the pennywise email inbox, along with the rest of the volunteer team.

What we're looking for?

- Enthusiasm and commitment to working with Pennywise.
- Good communication skills, friendly and polite telephone manner.
- Good IT skills, including Word and Excel.
- Ideally a commitment of at least 2 days a week.

Support provided to you:

- Regular supervision meetings.
- Group meetings with other volunteers.
- Comprehensive training and on-going support as required.

What can Pennywise offer you?

- Experience of working in a busy office in a charitable project.
- Experience of managing a referral database.
- Improve your employment prospects by gaining new skills and experience.
- A professional reference as appropriate.

Expenses

- We will cover all "out of pocket" expenses in line with Places for People's policy. We cannot provide childcare.

Other relevant information

- We want volunteers who reflect the communities we work in. We welcome applications from all backgrounds
- We welcome applications from people who have had support from Pennywise.

Next steps

Complete the [application form](#) and email it to pennywise@placesforpeople.co.uk

If you would like more information about the role or application process, please contact:

Haylee Cowley, Project Administrator or Charlie Eddisford, Community Engagement Worker

Telephone: 0117 970 4548