

### **Overview of the role**

The purpose of the Nepacs market research volunteer is to gather and collate information on key individuals using the internet and telephone, and build a direct marketing database for use by the organisation. The aim is to enable Nepacs to accurately target invitations and communications to the right people, so that we can raise awareness of the needs of people affected by imprisonment, including children and families of prisoners, raise the profile of the organisation with partner organisations and develop a mailing list for marketing materials or events.

The market research volunteer will be based at Nepacs head office at 20 Old Elvet, Durham, DH1 3HW.

### **Role description**

Tasks will include:

- Support the communications and development team, and chief executive, by building email mailing lists and other contact details for general use as well as for a number of key Nepacs activities, including: AGM/public meeting, annual lecture, fundraising events, newsletter, campaigns etc.
- Internet based and telephone research but may also require face to face contact, as appropriate.
- Create and maintain a database of contact using MS Excel or using a CRM system

### **Skills required:**

- Market research skills
- Good communication and interpersonal skills
- Excellent telephone manner
- Excellent use of internet search engines
- Good basic admin and IT skills
- Ability to work as part of a team
- Ability to respect confidentiality
- To be a reliable and pro-active person
- Organised and able to work well independently
- Able to work flexibly
- To be non-judgmental
- Experience of developing databases using MS Excel or working with a CRM system

### **Location**

The role is based at our Head \office, 20 Old Elvet, Durham, Dh1 3HW

### **Expenses:**

Public transport costs or mileage up to 22 mile radius at 40p per mile.

**Training and support:**

- Initial project induction and training
- Level 1 Safeguarding training available
- Invite to Nepacs Generic induction
- Volunteer meetings are held at regular intervals throughout the year
- NEPACS offer a training day for all volunteers annually
- Volunteers are eligible to attend some prison organised training

**Commitment**

NEPACS asks volunteers

- To commit to the project and its purpose and give notice of absence as soon as possible
- To undertake an induction programme
- To agree to a DBS check and prison clearance (this will require a form of photo ID)

Volunteers can expect

- Support from staff
- Training opportunities
- Invitation to volunteer meetings
- Recognition of their work

**To apply:**

Please download an application form from our Volunteer Opportunities page of our website or contact: [volunteering@nepacs.co.uk](mailto:volunteering@nepacs.co.uk) , or ring us on 0191 375 7278.