



Role Description

COMMUNICATIONS & MARKETING

LEAD VOLUNTEER

Organisation Description

Burning Nights CRPS Support is a UK charity working to improve life for all those affected by Complex Regional Pain Syndrome (CRPS).

We raise awareness about CRPS amongst the public, health and legal professionals by providing awareness sessions, so diagnoses can be made quicker and treatment started more rapidly. We also offer support and information through a number of volunteer-led services, including an evidence-based website, support helpline, online forum, email and social media support, annual conference and regional support groups. More recently, we have launched our CRPS Counselling & Therapy Service and Virtual Befriending Service, which have been met with an enthusiastic response.

Charity Reg No. 1166522 (England & Wales)

Location

Online / Remote volunteering

Area of the Charity

Communications & Marketing Team

Number of Hours per week Required

Minimum 9-15 hours per week. You are not under any contract to perform these tasks nor are you under any obligation to carry out this role. There are no set hours or days for this voluntary role. It is only as and when you are able to volunteer.

Minimum Commitment

Ideally, a minimum of 6 months commitment if possible.

Burning Nights CRPS Support (Working to improve life for all those affected by Complex Regional Pain Syndrome (CRPS))

Registered Address: 1 Alder Brook, Chinley, High Peak, Derbyshire SK23 6DN

Tel: 01663 795055

Email: support@burningnightscrps.org

Web: www.burningnightscrps.org

Charity Registration Number 1166522 (England & Wales)



Main Purposes of the Role

We are growing our volunteering team and looking to recruit 2 Lead Volunteers for our Communications & Marketing Team. The successful candidates will have the overall responsibility for the Charity's communications and marketing. We're looking for someone who has a passion for promoting a charity supporting a rare condition and has the ability to support a volunteering team as well as plan and use communication tools such as websites, social media, Canva and other digital platforms.

This is a flexible volunteering opportunity, which means your commitment can be balanced around your lifestyle - being part of a team to ensure that communications to our community and supporters are up to date and timely.

You will provide leadership for your team and support the development of a communications plan for the charity.

Key Tasks and Objectives

- Lead a team of communications and marketing volunteers.
- Lead and co-ordinate internal projects, activities and campaigns that help build awareness of our organisation and its aims.
- Building, leading and inspiring the team, ensuring goals are agreed and communicated to support the achievement of our overall aims and projects.
- Run the meetings for the Communications & Marketing Team on a monthly basis.
- Regularly meet with the lead volunteers for Content, Social Media and Email Marketing to co-ordinate and plan.
- Operate as the point of contact for the Communications & Marketing Team including the lead volunteers for Content, Social Media and Email Marketing.
- Where and if possible, to also be an active part of the Communications & Marketing Team either as a content writer, copy writer or another role.
- Identifying, initiating and leading on projects which align to the strategy and realise our goals.
- Collaborate with the team.
- To contribute the Annual Report or other reporting document.
- Support the development and implementation of the Communications Strategy.
- Protecting our charity brand identity, ensuring it is delivered consistently, both internally and externally.
- Promote the charity across all our channels and forms of communication.
- Ensure effective, regular communication to both internal and external audiences.
- Review progress and effectiveness of the Communications Strategy on an annual basis.



What are we looking for?

About You

To be successful in this role you will:

- Have a real enthusiasm for excellence, innovation, continuous improvement and change.
- Be a team leader who is positive, hands on and able to get the best out of a team.
- Have excellent interpersonal skills and adept at building relationships with different stakeholders.
- Have the ability to think strategically but also enjoy being at an operational level to support your team and key stakeholders.
- Have a high level of attention to detail.
- Have the ability to prioritise, plan and organise projects and to manage expectations.

Experience and Skills

- The ability to communicate (verbal and non-verbal) to a wide variety of audiences including the public, various forms of media and on an individual basis.
- Experience in building and leading a team.
- Previous experience of working for charities and/or volunteer organisations is desirable but not required.
- Creativity in regard to message management and medium.
- Good IT skills.
- Ability to motivate and enthuse others.
- To be a part of a team.
- Previous experience in marketing, communications, or related fields.
- Strong leadership skills with the ability to motivate and inspire volunteers.
- Experience of using Canva or similar design packages.
- A strong network of PR and media contacts would be highly advantageous.

What's in it for you?

This role is a fantastic opportunity to volunteer with a small but ambitious charity, developing and honing your skills around leadership in the Third sector.

Getting the right story in print and online can be challenging, especially when dealing with a rare health condition, but it is definitely rewarding.

You will gain experience in the charity sector, gain new or update your writing skills, a broader C.V., and a sense of accomplishment from using your skills to help people affected by a very painful condition.

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You would be leading our small, friendly, forward-thinking charity team, focused on reaching people who may not have heard about the charity or about the condition. You would also have a key role in developing a communications and marketing strategy for a small charity. This is a fantastic opportunity for you to make a real difference to a rare condition.

Key Benefits

- Gain valuable experience in communications and marketing, plus charity team leadership.
- Make a meaningful impact on the fight to support the CRPS community.
- Develop professional skills and expand your network.

Training and Support

- Full induction to our organisation
- Relevant and ongoing training for your volunteer role
- Regular updates on charity activities
- Support, advice and guidance from Charity team
- After 3 months volunteering, all volunteers are eligible for courses (reasonable cost)

How To Apply

If you think you could be the person we are looking for, we would love to hear from you. We invite anyone to apply for our volunteering opportunities, regardless of ability or experience.

Find current volunteer opportunities and apply for roles through recruitment platforms [Charity Job](#) and [Reach Volunteering](#). To find out more and register your interest, you can also fill out the [application form](#) on the Burning Night CRPS Support website or get in touch by phone or email.

Please note that you will be asked to submit a copy of your CV before interview and all volunteers are subject to two reference checks. All volunteer roles that involve interaction with vulnerable service users require an up-to-date DBS check, which the Charity will cover the cost of.

Contact information

Tel: 01663 795 055 (UK)

E: admin@burningnightscrps.org / victoria@burningnightscrps.org

W: www.burningnightscrps.org

A: 1 Alder Brook, Chinley, High Peak, Derbyshire SK23 6DN (UK)