



Evaluations Support Volunteer

Location	Suffolk Refugee Support office and offsite events
Day and time	Flexible, but anticipated one half day every fortnight. We may request more hours ad hoc to support important or urgent reports. This is dependent on your availability.
Main contacts	Operations Manager Volunteer Officer SRS main office number
About this role	You'll be volunteering alongside the Operations Manager gathering and collating feedback from data and in person. This role is essential for SRS to not only understand how well our services are working or can be improved, but so we can present accurate and relevant information to current and potential funders
Main tasks	• Help collate and categorise data from registration forms, surveys and written feedback • Help summarise trends and insights from the collected data to use in reports and funding applications • Contribute to drafting or proofreading reports • Some visits to SRS drop-in advice service and other activities - for example, ESOL classes, Homework Club, football – to collect and record feedback • Prioritise GDPR, confidentiality and safeguarding when working with data and people using SRS services • Support SRS Aims and Values

We ask all our Staff, Volunteers and Trustees to undergo a DBS check and Safeguarding training which will be provided and paid for by SRS

Personal qualities

- Paid or voluntary experience in an office, data, research, customer service or similar role
- Able to commit to a fortnightly shift, with flexibility for additional hours if possible
- Lived experience as a refugee or asylum seeker is desirable but not essential
- Research skills desirable
- Good communication skills and ability to communicate with people who don't have strong English
- Attention to detail
- Experience or strong awareness of GDPR and how to handle sensitive data
- Confident using IT (Office 365, Excel), and understanding of safe and accurate use of AI or willingness / ability to learn
- Experience with CRM packages or willingness / ability to learn
- Awareness and understanding of issues affecting people seeking asylum or who have refugee status
- Good knowledge of refugee and asylum seeker statuses or willingness to learn
- Enjoys working as part of a small team and meeting people
- Able to work independently under the direction of the Operations Manager

What you'll get out of volunteering

- Be part of a friendly and supportive team
- Develop or use your skills in qualitative and quantitative data handling
- Develop or use your skills in active listening, and experience volunteering with people from all backgrounds
- Gain or use your knowledge of the challenges facing refugees and asylum seekers and of charity operations
- Be part of helping SRS improve its services for refugees and asylum seekers by helping to identify areas of improvement
- Support our fundraising and programme delivery by helping measure our impact and communicating the results to current and potential funders
- Enhance your CV with impactful volunteering that creates positive change
- Meet people from diverse backgrounds
- Experience the rewards of helping others rebuild their lives in Suffolk