



## Area Supporter Role Description

NWR is a national membership organisation for women and holds charitable status. We rely on the time and expertise of our volunteers for the efficient running of the organisation.

### Main purpose of role

You will provide support to Local Organisers (LOs) and group representatives of your assigned groups to enable them to perform their role effectively, making them aware of the benefits of being part of the national organisation, the support it brings and NWR regional, national and online activities.

Identify opportunities for improving the member experience.

You will perform an important 'linchpin' role of delivering updates from the NWR office and communicating back the views of members.

### Why take on the role?

Volunteering with NWR provides excellent opportunities to gain new or build on existing skills and meet lots of lively-minded women!

This is an important role and will enable you to 'give something back', thereby helping more women benefit from being part of NWR and improving their member experience.

Whilst we have set out the key tasks and responsibilities of the role, there is flexibility in when you perform them, how you perform them and how much you do, meaning you can fit it in with your existing commitments and interests. The role may also be shared with another member.

Full support is provided by NWR staff and a friendly support network exists with other volunteers. You need never feel alone.

### Tasks and responsibilities

1. The key part of your role will be to maintain contact with the LOs/group representatives of the groups assigned to you.

This contact could be made in person (either by attending their group meeting or meeting the LO for a coffee), online (eg. via Zoom), by phone or by holding a meeting with LOs in your area (online or in person).

2. Get to know the activities and culture of each group and ascertain its health to enable you to flag to the NWR office any opportunities or concerns you have about the group.
3. Provide support to LOs and other role holders within the groups assigned to you to help them to perform their roles and overcome any issues they are facing. Training and support from the office will be provided.



Typical areas of support are:

- methods and ideas for promoting their group and seeking new members
  - how to respond to new enquiries
  - where to go to for support with updating their group's information on the website
  - giving advice to groups who are concerned that they are getting too big or too small
  - support with any other questions they have about how their group is run
  - suggestions of different activities they could try
4. Communication of NWR news and activities and other updates provided by the NWR office.
  5. Awareness of and promotion of member benefits and NWR activities to groups
  6. You will be invited to attend a Zoom meeting 2-3 times a year with staff members. These meetings take place via Zoom during the week, usually in the middle of the day, and are an opportunity to feedback to the office and peers about your groups, member feedback and any concerns/opportunities you have observed.
  7. Identify opportunities for improving the membership experience and increasing the exposure of NWR to the general public

Other optional activities include:

Identify opportunities for forming new groups

#### Additional information

Your main point of contact at NWR is the Volunteers and Recruitment Manager.

You will mutually agree with the Volunteers and Recruitment Manager the number of groups you will cover, taking into consideration the amount of time you have to devote to the role and the distances involved in travelling to the groups.

The hours required to perform the role will vary from week to week and are dependent on how many groups you have, the hours are flexible and it is hoped that they can fit around existing obligations and interests without becoming burdensome. If at anytime the role becomes unmanageable or you have any concerns about your ability to perform the role, you should inform the Volunteers and Recruitment Manager immediately.

This group may be combined with the Area Event Supporter role.

Pre-approved travel expenses will be reimbursed.

The role is voluntary and as such unpaid.

Version 1