

Merry Christmas & Happy New Year!

Volunteer Management

December 2016

Self-study customer service for volunteers

Customer Service is as important in the voluntary sector as it is anywhere else but giving our volunteers training on providing good customer service isn't always easy. Volunteer Solutions, an NCVO Approved Consultant, has just released a new self-study workbook for volunteers – Delivering Great Customer Service. The workbook is available as a download only at a cost of £8.00. Order online at <http://www.volunteersolutions.org.uk>

Volunteer management

All too often, we're so busy just getting day-to-day tasks done that we don't have time to reflect on all the different elements involved in working with and managing volunteers, let alone whether we could make the whole process easier for ourselves or our volunteers. Here in the Volunteer Centre Central Bedfordshire we can help with all aspects relating to involving volunteers in your organisation. Whether you're new to volunteer management or experienced, the information sheet 'Setting Up and Managing a Volunteer Programme' is a really useful way of checking what your organisation has and hasn't got in place to help with managing volunteers. Request a copy from volunteermanagement@action-centralbeds.org.uk

Networking and Sharing Good Practice

Our Networking Event end of November for Volunteer Managers included a presentation and group work on volunteers and the law, followed by sharing experiences and good practice in dealing with difficult behaviour by volunteers, and a networking and open advice session. Feedback was very positive with 100% of respondents saying the discussions were useful and the event will benefit their work. Watch this space for details of our next Networking Event for Volunteer Managers.

Mentoring or Befriending?

Does your organisation run a mentoring or befriending scheme? NCVO's training calendar for those setting up and managing or measuring the impact of such schemes, see schedule [here](#).

And in other news ...

What do you think of the Charity Commission's digital services?

The Charity Commission has launched a new customer survey about its digital services. The survey is

open until Wednesday 18 January and includes questions on users' priorities when speaking with the Commission and their preferred methods of communication. Responses will be analysed and used to help shape the Commission's future digital communication tools and projects. Complete the survey at <https://vovici.com/wsb.dll/s/122beg59037>

Job Vacancies

Qualified Lifeguards for swim sessions at Keech Hospice **Nr Luton** (1.5 hours alternate Saturdays) – Families United Network. T. 01582 420800 or info@familiesunitednetwork.org.uk

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*** Our offices close at 12.30pm on Friday 16th December 2016 and open again at 9.30am on Tuesday 3rd January 2017. ***

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Voluntary and Community Action is a local infrastructure organisation that develops, enables, promotes and supports local voluntary and community action (including volunteering) across Bedfordshire. It seeks to achieve this through advocacy; capacity building activities; enhancing the provision of volunteering opportunities; the exchange of information; the provision of training; advice and consultancy; and by working in partnership with others. To find out more visit our website at www.action-centralbeds.org.uk

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