

# MANAGING YOUR ORGANISATION PROFILE ON VOLUNTEER CONNECT CROYDON

Developed by CVA Volunteer Centre



# HELLO EVERYONE!

It is fantastic that you have decided to manage your own profile on Volunteer Connect Croydon. Over the next few pages you will find some helpful guides on how to get the most out of the system.



**Karen Chillman - Head of Volunteering**

# TOPICS COVERED

LOGGING INTO THE SYSTEM

MANAGING YOUR  
ORGANISATION PROFILE  
AND VOLUNTEERING ROLES

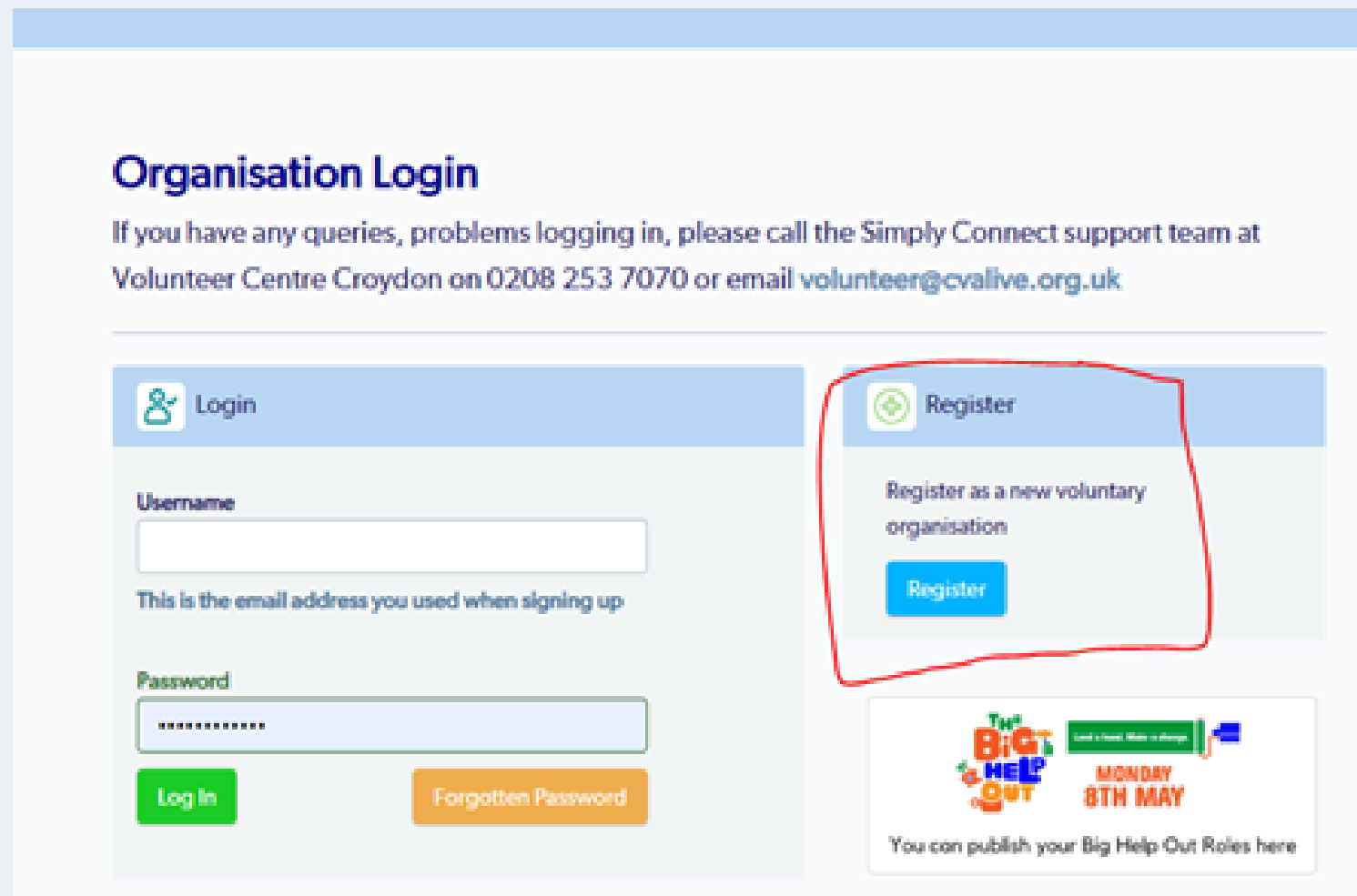
MANAGING AND MATCHING  
VOLUNTEERS TO YOUR  
ROLE



croydon**voluntary**action

# Logging into the system

Follow the link provided <https://rb.gy/6kpwbn>



**Organisation Login**

If you have any queries, problems logging in, please call the Simply Connect support team at Volunteer Centre Croydon on 0208 253 7070 or email [volunteer@cvalive.org.uk](mailto:volunteer@cvalive.org.uk)

**Login**

Username

This is the email address you used when signing up

Password

**Log In** **Forgotten Password**

**Register**

Register as a new voluntary organisation

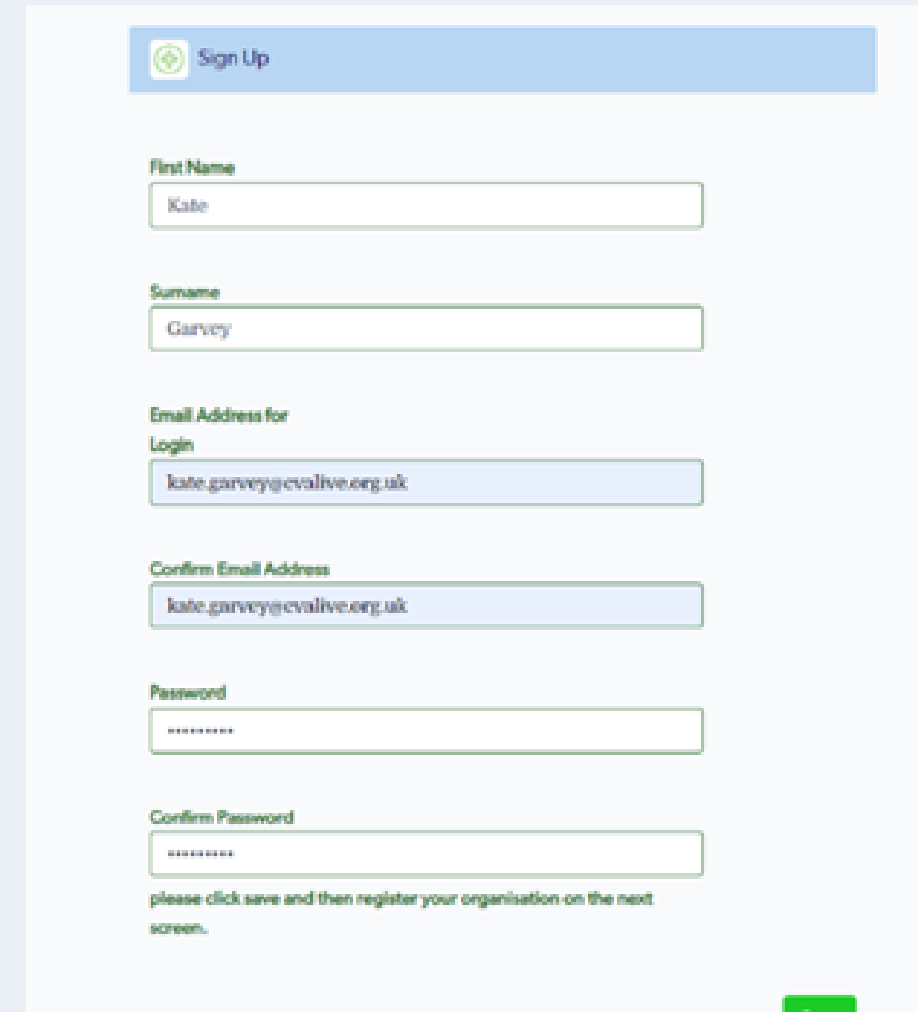
**Register**

**The Big Help Out** **MONDAY 8TH MAY**

You can publish your Big Help Out Roles here

**Fig. 1 Select register**

Starting from the organisation login page, click



**Sign Up**

First Name

Surname

Email Address for Login

Confirm Email Address

Password

Confirm Password

please click save and then register your organisation on the next screen.

**Save**

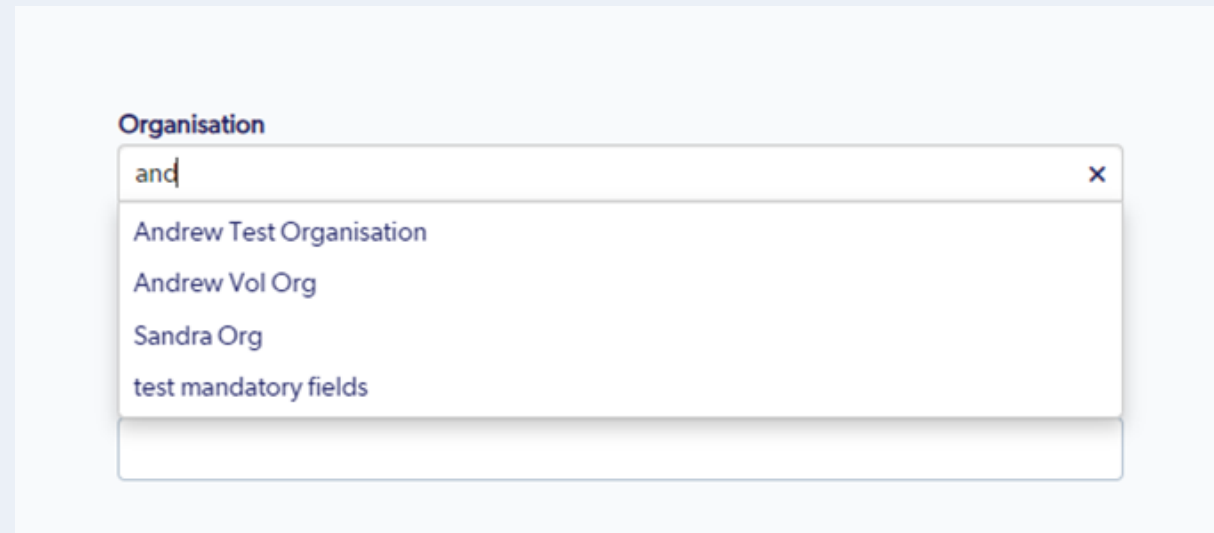
**Fig.2 Complete the sign up**

Fill in page one (Sign Up) of the registration form with the users' details and click save.

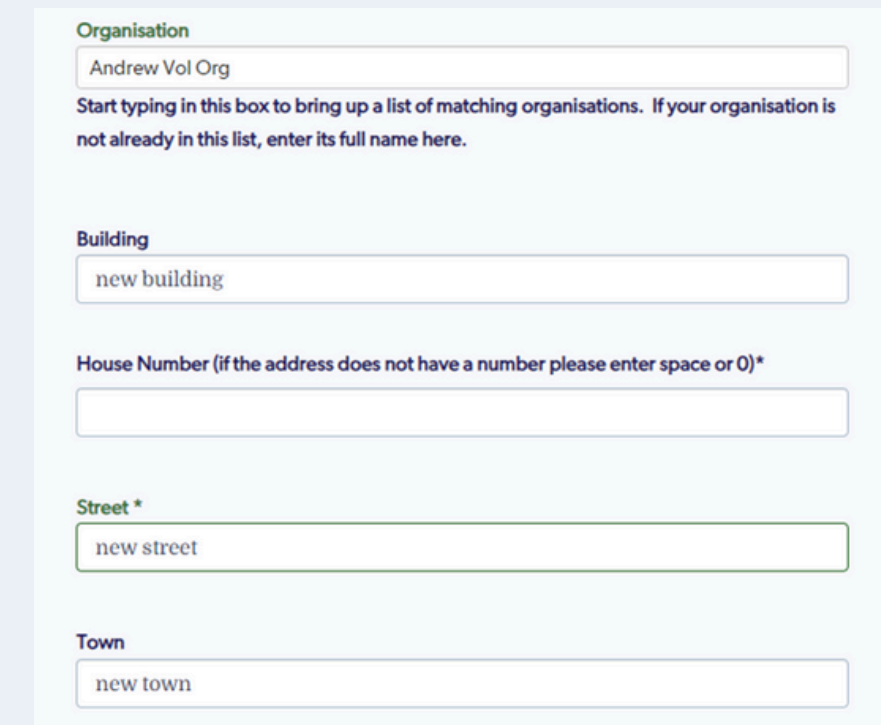
# Logging into the system cont'd

On the next page we will search for our organisation.  
In the organisation dropdown, key in the first 3 letters of the organisation and the dropdown will populate with matching organisations, I'm looking for Andrew Vol Org so I select this from the list

After selecting the organisation, the remainder of the form will populate with the selected organisations' details.

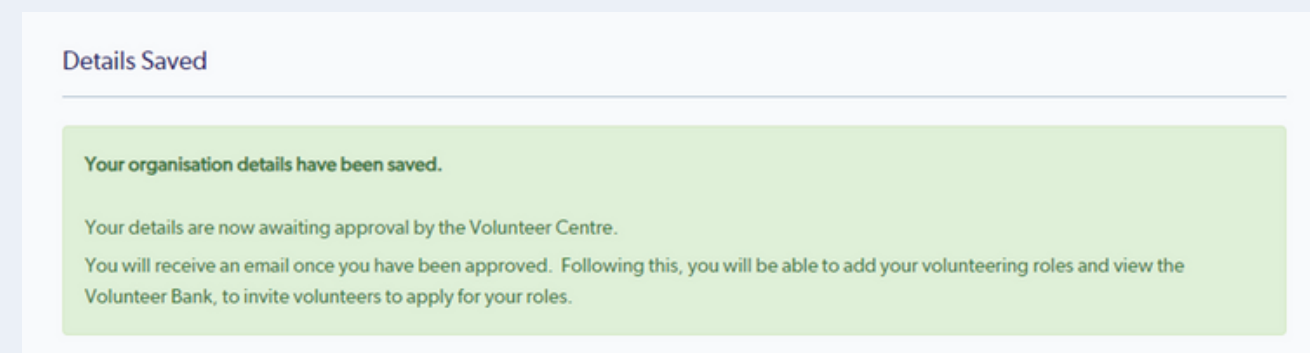


A screenshot of a web form's 'Organisation' dropdown menu. The input field contains the text 'and'. Below the input field, a list of suggestions is displayed: 'Andrew Test Organisation', 'Andrew Vol Org', 'Sandra Org', and 'test mandatory fields'. The 'Andrew Vol Org' option is highlighted.



A screenshot of a registration form with several fields populated. The 'Organisation' field contains 'Andrew Vol Org'. Below it, a note says 'Start typing in this box to bring up a list of matching organisations. If your organisation is not already in this list, enter its full name here.' The 'Building' field contains 'new building'. The 'House Number (if the address does not have a number please enter space or 0)\*' field is empty. The 'Street \*' field contains 'new street'. The 'Town' field contains 'new town'.

Scroll to the bottom of the page and click save, an on screen message will inform the user that the registration has saved correctly, and everything will be visible in the core database for approval in the usual way.



A screenshot of a confirmation message titled 'Details Saved'. The message text reads: 'Your organisation details have been saved. Your details are now awaiting approval by the Volunteer Centre. You will receive an email once you have been approved. Following this, you will be able to add your volunteering roles and view the Volunteer Bank, to invite volunteers to apply for your roles.'

# Once you are approved

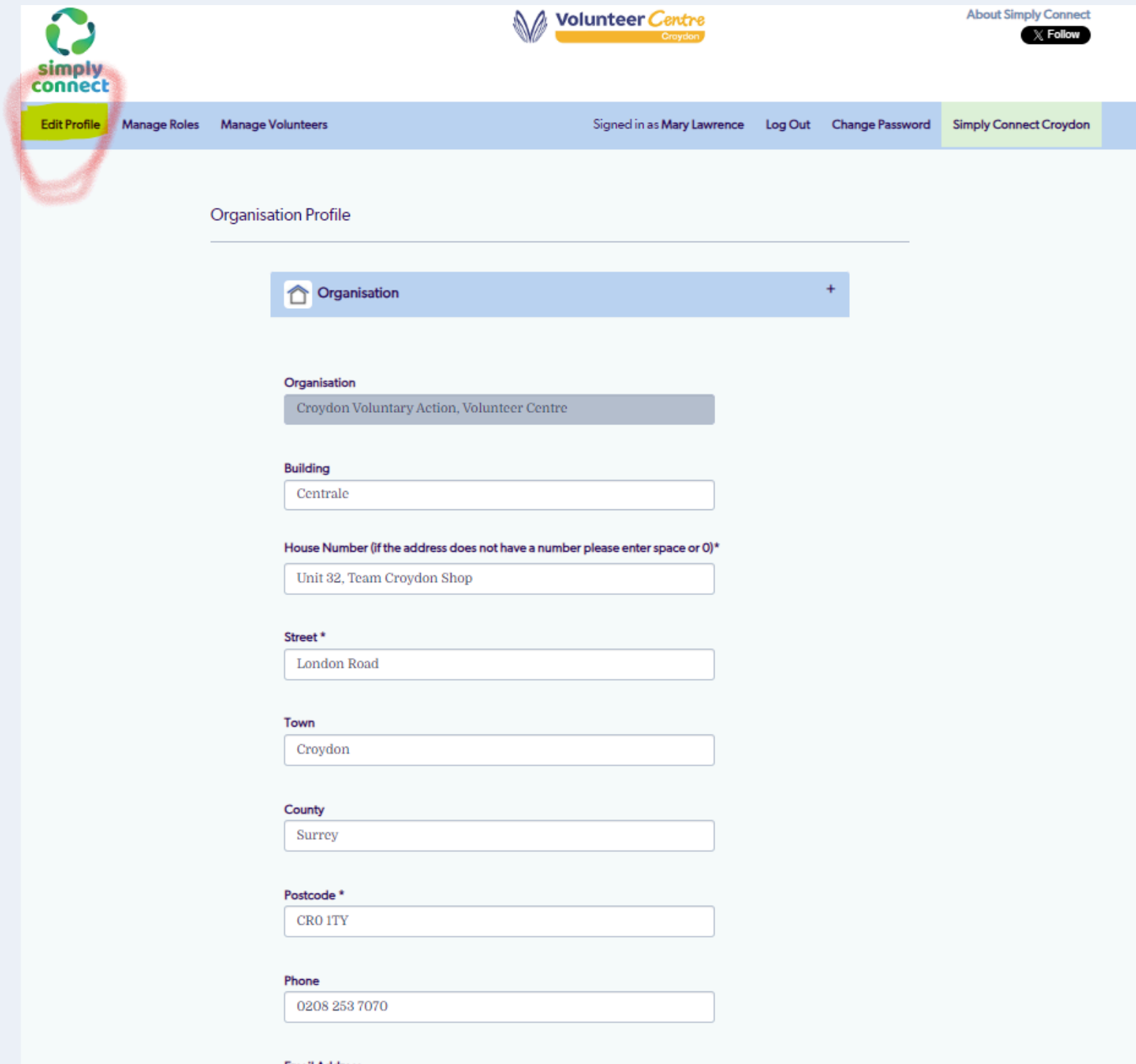


The screenshot shows the 'Simply Connect' dashboard interface. At the top left is the 'simply connect' logo. In the center is the 'Volunteer Centre Croydon' logo. At the top right, there is a link for 'About Simply Connect' and a blue 'Follow' button. Below the logos is a navigation bar with links for 'Edit Profile', 'Manage Roles', and 'Manage Volunteers'. On the right side of this bar, it says 'Signed in as Mary Lawrence' with links for 'Log Out' and 'Change Password'. The main content area displays a notification: 'You have 1 live volunteer roles that will expire in the next 14 days' with a link to 'Manage Volunteers Dashboard'. A green 'Guidance' button is positioned to the right of this notification. Below the button, there is a link for 'Managing Volunteers video (updated July 2022)'.

**Now you are logged in you will be able to edit your organisations via Edit Profile, Manage Roles and Manage Volunteers**

## Edit Profile

Once logged in please check information on your organisation profile and this forms part of the search when volunteers are looking for roles.



**simply connect** Volunteer Centre Croydon About Simply Connect Follow

Edit Profile Manage Roles Manage Volunteers Signed in as Mary Lawrence Log Out Change Password Simply Connect Croydon

### Organisation Profile

Organisation +

**Organisation**  
Croydon Voluntary Action, Volunteer Centre

**Building**  
Centrale

**House Number (if the address does not have a number please enter space or 0)\***  
Unit 32, Team Croydon Shop

**Street \***  
London Road

**Town**  
Croydon

**County**  
Surrey

**Postcode \***  
CR0 1TY

**Phone**  
0208 253 7070

**Email Address**



# Manage and Add Roles

Managing roles allows you to manage existing roles as well as the opportunity to Add Roles.

If you add a role or make changes to an existing role, these will only go live after they have been approved by a member of Volunteer Centre Croydon. We aim to approve changes within 48hrs although this may be a little longer over weekends and bank holidays.

When adding a new role or amending an existing one it is vital that you complete all sections and adding as much relative information as possible. Failure to do so may result in the role not being approved or slowing down the approval process.

If you have filled a role and need it to be closed you can do this by ticking the closed button.

Edit Profile **Manage Roles** Manage Volunteers Signed in as Mary Lawrence Log Out Change Password Simply Connect Croydon

### Managing your roles

[Add Role](#)

### Current Roles

These roles have a current advert end date and are not closed.

Role Title	Description	Advert Start	Advert End	Live
Community Engagement Volunteer	As a Community Engagement Volunteer at Croydon Voluntary Action (CVA), you will play a crucial role in expanding our reach and impact within the community.	17/08/2023	17/08/2024	Yes
Team Croydon Events Volunteer	One off event volunteering • Response to emergencies • Vaccination stewards • Festivals • Cultural events/ Black History Month/Armed Forces Day • Sports Event/Fun Day • Awards ceremonies • Charity AGM's	18/08/2022	17/08/2024	Yes
Volunteer Buddy - Learning Disabilities	Do you have an interest in helping people with learning disabilities try new experiences and be part of the wider Croydon community?	08/06/2020	23/06/2024	Yes
Administration Support (Database)	Do you have an inquisitive nature and like to know what is going on in your community, Do you also have excellent IT Skills? If so we have the perfect role for you.	05/03/2019	20/03/2025	Yes

1 - 4 of 4 items

### Past Roles

These roles have passed the advert end date or have been closed.

Role Title	Description	Advert Start	Advert End	Live
Booking and Venue Hire Support	This is a fantastic opportunity for anyone interested in using booking systems, invoicing and providing 1st class customer service	19/09/2023	29/02/2024	No
Community Befriender Volunteer	Supporting those who have been experiencing feelings of isolation and/or social anxiety by providing face-to-face support.	05/04/2023	05/04/2024	Yes



# Manage Volunteers

**In this section you will be able to view and update the following:**

- Volunteers in Progress
- Volunteers matched to your roles – Volunteers you can invite to apply for your roles.
- Volunteers Who Have Started a Role
- Volunteer Archive

## Volunteers in Progress

This section provides you with a list of potential volunteers who have registered an interest in one of your volunteering roles.

**Volunteers Name** – when you select the name you will see more information about the volunteer. If the volunteer is suitable use the message section to provide details on how they can register directly with your organisation. However, if you do not think the volunteer is suitable you can remove them from applying for the role.

**Volunteers In Progress**

The headings can be searched using the filter. To clear a search click the CLEAR button.  
 To update a record click EDIT and click SAVE.  
 To view a volunteers profile click the volunteers name.  
**TO CLEAR UNSUITABLE VOLUNTEERS**, edit status to "Not Processed" (the volunteer will not be sent an email).

	Volunteers Name	Role	Postcode	Status	Profile	Notes (please do not add confidential info)	Last Edited	Started Volunteering	Finished Volunteering	Volunteer Hours (per week)
<a href="#">Edit</a>	[Redacted]	Administration Support (Database)	Cr0	Registered Interest	My name is [Redacted] and I am looking to volunteer. I am.... <a href="#">Read more...</a>		30/04/2024			
<a href="#">Edit</a>	[Redacted]	Administration Support (Database)	CR0	Registered Interest	I am a positive individual who enjoys working alongside people who wants to make a difference in.... <a href="#">Read</a>		23/04/2024			

Invite volunteer to apply for: **Administration Support (Database)**

Please include information on how volunteers can progress to volunteering with you, e.g. links to your website or further contact information

**Message To Volunteer**

[Invite to Apply/Reply](#)
[Close](#)
[Disassociate this volunteer from this opportunity](#)
[Remove Volunteer](#)

## Volunteers in Progress Cont'd

**Role** – this will tell you which role they have registered an interest in.

**Postcode** – you will see the 1st part of their postcode

**Status** – By selecting the Edit button you will be able to update the volunteers' profile. This is extremely useful tool that enables you to manage the recruitment process on the volunteer platform

**Profile** – This is the general information that the volunteer has written about themselves, this does not show information like skills etc.

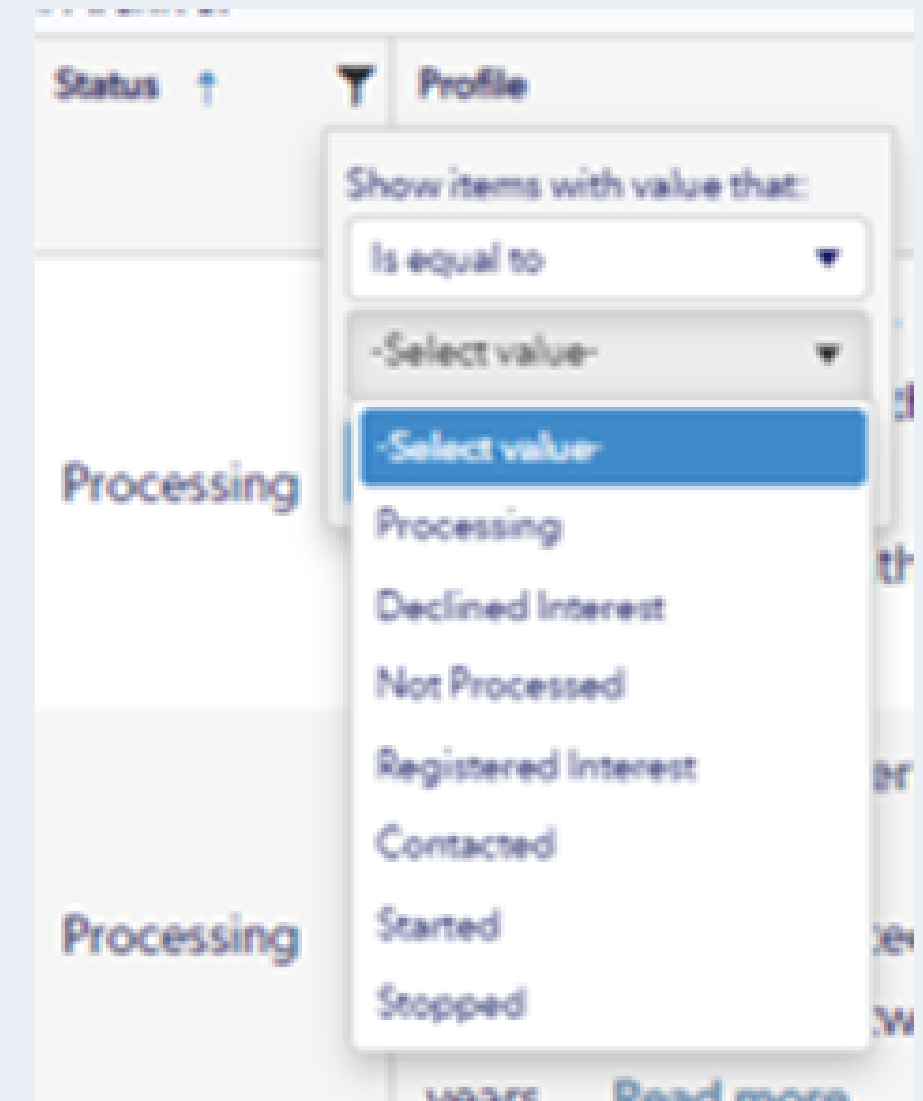
**Notes** (please do not add confidential info) – this provides you with the opportunity to leave notes and is ideal for organisation that have more than 1 person accessing volunteer connect

**Last Edited** – this provides you with the date the profile was last edited

**Started Volunteering** – record the date the volunteer starts with you

**Finished Volunteering** – record when the volunteer leaves

**Volunteer Hours (per week)** – record how many hours a volunteer gives on a weekly basis



## Volunteers matched to your roles – Volunteers you can invite to apply for your roles

These are volunteers matched to your opportunities by activities and availability. These volunteers have engaged with volunteering in the last 2 years (e.g. signed up for volunteering, registered in a role, started a role etc.)

**Volunteers matched to your roles – Volunteers you can invite to apply for your roles.** ⓘ

Click on the volunteers name to read their profile or invite them to apply.  
The headings can be searched using the filter. To clear a search click the CLEAR button.

Role	Volunteers Name	Postco...	Profile	Volunteer Skills	Date Volunteer Registered ↓	Date last registered interest in a role
Administration Support (Database)	[REDACTED]	CR0	I have excellent administrative skills and substantial administrative experience. I am also.... <a href="#">Read more...</a>	Admin, Customer Service, IT Skills - Good, Organising & Planning	01/05/2024	10/01/2017
Volunteer Buddy - Learning Disabilities	[REDACTED]	cr0	<a href="#">Read more...</a>	Art & Craft, Photography	01/05/2024	

Similar to volunteers in progress with the added value of volunteer skills. This provides you with a list of skills that the volunteer states they have and is matched to the skills you have stated you require within the volunteering role

# Volunteers who have started



**Volunteers Who Have Started a Role**

The headings can be searched using the filter. To clear a search click the CLEAR button.  
To update a record click EDIT and click SAVE

	Volunteers Name ↑	Role	Postcode	Status	Profile	Notes (please do not add confidential info)	Last Edited	Started Volunteering	Finished Volunteering	Volunteer Hours (per week)
▶ Edit	[REDACTED]	Administration Support (Database)	CR7	Started	My name [REDACTED] years of age. I am a very easy-going person who is.... <a href="#">Read more...</a>		07/07/2022	10/02/2022		4
▶ Edit	[REDACTED]	Creative Content Editor	cr2	Started	I am an English Literature graduate from the University of Southampton and I am very interested to.... <a href="#">Read more...</a>		07/07/2022	21/11/2021		

In this section you can record additional details of the progress of the volunteer including:

- Start date
- Finish date
- Hours per week



## Volunteer Archive



A log of volunteers that have not been processed or have finished their volunteer placement

### **Volunteer will be moved to this area if any of the following apply:**

The volunteer declines a role that you have suggested they might be interested in (using the matching system)  
If they finish volunteering with you as long as you keep their record up to date on the system.

If you have any questions and require support please do not hesitate to get in touch, we will be happy to help

CVA Volunteer Centre  
Team Croydon Shop  
Centrale Shopping Centre, North End CR0 1TY  
02082537070 [volunteer@cvalive.org.uk](mailto:volunteer@cvalive.org.uk)  
[www.cvalive.org.uk/volunteering](http://www.cvalive.org.uk/volunteering)



**Mary Lawrence -  
New Routes Projects Manager**