



Volunteer role description

Enquiries volunteer

Cats Protection is the UK's leading feline welfare charity and our vision is a world where every cat is treated with kindness and an understanding of its needs.

Cats are at the centre of everything we do and our objectives are: homing, neutering and educating people about cats and their care.

We help thousands of cats across the UK each year thanks to our network of dedicated volunteers, employees and supporters.

A bit about this role

As a charity we receive numerous enquiries on a daily basis from members of the public related to cats and feline welfare. Our enquiries volunteers are part of a passionate team of volunteers that help Cats Protection signpost and manage these enquiries. They help our feline friends answering questions from members of the public, providing advice and signposting queries to other volunteers and employees if needed.

What can you expect to be doing?

- Responding to enquiries from members of the public
- Communicating with others and providing information in response to queries
- Signposting queries and requests to other team members
- Free text as bullet points

What are the benefits to you and the cats?

You will develop new skills, expand your knowledge and make a significant contribution to improving the lives of cats and kittens by being the link between members of the public and Cats Protection. You will also meet new people, make new friends and be part of a dedicated team of volunteers.

We're looking for someone with

- Good organisational skills
- Willingness to be part of a team
- Strong interpersonal skills
- The ability to deal with sensitive situations
- Good IT skills
- Listening and communication skills

Time expectation

Our enquiries volunteers usually spend 4 to 6 hours per week in this role, which is flexible and can be shared by more than one volunteer if needed.

Support, guidance and keeping you safe

At Cats Protection we believe our volunteers should be happy and confident in their roles. We provide support and guidance from our National Cat Centre and through our regional and local volunteer groups and teams. We offer engaging online and face-to-face training, expenses and have policies and processes to help volunteers get the most out of their time with us.

The wellbeing of our people is important and at Cats Protection we are committed to safeguarding children, adults at risk and all those that we come into contact with as part of our activities.

Thank you for joining us and sharing in this commitment and for everything you will do during your time with Cats Protection.

If you would like to find out more about this role, please contact: Insert name and contact details here.