



VOLUNTEER NOW'S

# VOLUNTEER MANAGEMENT PLATFORM

A step by step guide for groups

Volunteer Now uses the innovative *Be Collective* platform which is a fantastic **FREE** volunteer management system enabling groups to find volunteers, create opportunities, run events, manage people and engage new audiences.

The platform allows you to tailor your own registration forms, assign shifts and communicate with your volunteers, and much more!

It also enables volunteers to keep a verified Social Record of their volunteering at the touch of a button.

We have put together this guide to help you navigate the platform, but if you need any assistance or advice along the way, please contact Volunteer Now - all our contact details are [on our website](#).

There is also a comprehensive [help section](#) on the *Be Collective* site and we have included some links to articles within this publication.

## Index

You can use as many (or as few!) features on the platform as you wish, but it is essential that your group information is up to date and if adding opportunities that you also then process any volunteer registrations and timesheets.

If at any time you get a bit lost on the *Be Collective* site, use the dashboard panel on the left of your screen to navigate back to your group summary page.

- [Overview of your group summary page](#)
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- register your group  
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# Your Group Summary Page...

The screenshot shows the 'Volunteer Now' group summary page on the Be Collective platform. The page is divided into several sections:

- Header:** Features the 'be collective' logo, a search bar (5), and user profile icons (8, 9, 10, 11).
- Navigation:** A sidebar on the left contains 'Welcome to...', 'Search', 'Manage my groups', and 'Need help?' (4). The main navigation bar includes 'Summary' (6), 'Details', 'Members', 'Volunteer activity', 'Opportunities', 'Events', 'Schedule', 'Fundraising', 'Settings', and 'Reports'.
- Content Area:** The main content area is titled '#HelpEachOther' and includes a 'VOLUNTEER NOW' logo (12, 13). Below this is a table with columns for 'Volunteer Activity', 'Opportunities', and 'Timesheets'. To the right, there are sections for 'Actions' (14) and 'Things you can do' (15).
- Footer:** A 'Need help?' section (4) with a 'Visit help centre' button and 'Contact customer support' link.

- 1 Your personal dashboard
- 2 Find a group / opportunity / event on *Be Collective*
- 3 Manage your group / event
- 4 *Be Collective* help centre / customer support
- 5 Search bar
- 6 Summary page overview
- 7 Create an article for your group page or edit existing
- 8 Favourites
- 9 Activity / action requests
- 10 Messages
- 11 Your personal profile / log out
- 12 Quick link to add opportunities / events / people
- 13 Edit your group general details / logo / banner
- 14 Actions - outstanding Partnership and Membership requests, volunteer applications
- 15 Things you can do - create an event / opportunity , message your group or invite someone to become a member

# Getting Started

If you're not sure if your organisation is already registered, please contact Volunteer Now and we can check, this will help avoid duplications.

Go to <https://www.volunteernow.co.uk/volunteer-management/> to begin registering your group account.

In the 'account settings' to the right hand side, click on 'register now'

Complete all details in the registration form and submit.

You will be sent a verification email to activate your new account and this will take you in to the *Be Collective* side of the platform.

Note: only one group account needs to be registered. Other members of your team or your volunteers can register an individual account by [visiting this link](#) and then you can either assign them Admin permissions or invite them to join your group page (see page 8 of this guide)

## Once you have logged in...

A short tour of the *Be Collective* site will appear.

Click on 'Profile' (this is your own personal profile and is separate from the details you will add for your group)

- agree to terms and conditions
- add your personal profile picture (optional / needs to be in jpg format)
- update your banner image (optional / upload your own or choose from the gallery)

Add any information you want to add about yourself, skills, experience etc (optional)

**To add your group** – click on 'manage my groups' in the left hand dashboard column, and click '+Add New'

- Add information about what your group does
- Add your main office location
- Add the causes your group supports
- Enter your insurance details (any volunteer opportunities you advertise state whether your group has insurance or not)
- Create an application form for your group - this form is for people to become 'members' of your group and does not need to be very detailed as your opportunities will have a separate registration form where you can ask for details relevant to the volunteering role you are advertising. If you wish, you can select to automatically approve applications so that you don't need to do this manually.
- Upload your logo (your logo needs to be in jpg format)
- Select your page header - you can either choose a picture from the gallery or you can upload your own photo

➔ **HELP CENTRE articles** - [How do I create a group?](#)

## Partnerships

You can request a Partnership with any group(s) on *Be Collective* – could they help promote your opportunity or maybe you have a similar interest, client group or set of values?

To see who your group already has partnerships with, go to your group summary page and click on 'Partnerships' in the top tool bar.

If you registered your group through Volunteer Now's website, the platform will have automatically requested partnership with Volunteer Now – this will allow you to easily share your volunteering opportunities to [www.volunteernow.co.uk](http://www.volunteernow.co.uk)

➔ **HELP CENTRE article** - [How do I partner with another organisation?](#)

# Adding your Volunteering Opportunities

Log in to your Be Collective account at <https://www.volunteernow.co.uk/volunteer-management/> and select your group. You can either edit/add your opportunities from Volunteer Now's website, or if you wish to do this from with the Be Collective platform click 'manage opportunities' at the right hand side and then select 'Opportunities' from the header bar on your group summary page. When you click the 'Opportunities' tab within the Be collective platform you can see at a glance in the 'active' section which opportunities are closed, paused etc.

*Note, at any time you can save your opportunity to continue editing at another time, or you can choose confirm at the final step of creating your opportunity. You can also create a duplicate of an existing opportunity if you are advertising the same opportunity in a different location - see next page.*

→ **HELP CENTRE articles** - [how do I create an opportunity?](#)  
- [how do I open or close an opportunity to applications?](#)

## DETAILS

### Title of opportunity:

Use a descriptive, eye-catching title for the opportunity. Avoid generic opportunity titles such as 'Volunteer' or 'Help needed'.

### Overview of the Role

The first few lines will be shown when the volunteer is searching for opportunities and then they will see full details when they click for more information. If your group pays travel / subsistence expenses, provides training, or has any other perks or restrictions, please state here. Make sure you explain what the actual volunteer role is!

### List the tasks and responsibilities

This section is also shown in the volunteer's social record.

### Location

Where the opportunity is taking place – make sure you add a location for your opportunity as this is one of the search filters for volunteers.

'Additional location info' – if your location is hard to find, or you want to describe a location, you can add further details in here eg 'Our office is on the first floor just through the double doors'

### Experience Gained / Skills

These fields are also shown on the volunteer's social profile. Fields selected should only be relevant to the specific opportunity. These are also used as one of the filters when volunteers are searching for opportunities - see [Appendix 1](#) for full choice of skills available.

### Is this opportunity suitable for Children under 16

When a young person aged under 16 uses the opportunity search on [www.volunteernow.co.uk](http://www.volunteernow.co.uk) they will only be shown opportunities suitable to them. If your opportunity is suitable for younger volunteers you will be asked what your minimum age is, and if they need to be accompanied by an adult.

→ **HELP CENTRE article** - [can-young-people-under-16s-volunteer-through-be-collective](#)

### Contact Person

Who is the contact person for this opportunity? (Volunteers can see these contact details if they hover their cursor over the 'contact' when the opportunity is advertised on *Be Collective*)

### Causes

Make sure you add causes as they are also used as one of the search filters. You can add as many as you wish, but they should only be relevant to the specific opportunity.

### Opportunity is suitable for...

Would your opportunity be suitable for large groups, for people with limited English, for wheelchair users, etc? Please have a look and make your selection from the drop down list.

## TYPE

Does this opportunity take place at the same times each week, for an hour or two every week/month or is it a one off activity? You can specify here days/times you need volunteers to help.

Please note, this section calculates volunteer hours in the reporting function of the platform, and the hours tally also shows on the volunteer's own record.

→ **HELP CENTRE articles** - [Opportunity management options](#) including assigning or removing volunteers from shifts, scheduling & rostering, etc

## APPLICATION

You can adapt your application form to suit your needs – make sure you don't ask the volunteer for more information than is necessary and that you comply with GDPR at all times.

Automatically approve applications?

You would normally leave this set to no – maybe the only exceptions would be for a large event you are recruiting volunteers for where you don't need to review each individual application.

→ **HELP CENTRE article** - [How can I customise my opportunity application form?](#)

## BRIEF

Do you need to send your volunteers information before their volunteer role begins? For example, you can remind them to wear suitable clothing, where your meeting place is, etc,

You can also attach any documents you wish to send to the volunteer – maps, expenses forms, specific role description, etc.

You can only have 1 brief active at a time. If you were having an event and you've already sent out a brief a week before the event but needed to send another maybe the day before it takes place, you can change your brief and change the date to send.

→ **HELP CENTRE article** - [How does the volunteer brief work?](#)

## SHARE

Can everyone on Be Collective apply for this opportunity?

Normally set this to 'yes'. The only time you would click 'no' would be if you want to share your opportunity ONLY with your own group members.

**Endorse** – Please make sure you **tick the box to share with Volunteer Now** so that your opportunity shows up in the opportunity search on [www.volunteernow.co.uk](http://www.volunteernow.co.uk)

If you have set up your account via the link on [www.volunteernow.co.uk](http://www.volunteernow.co.uk), Volunteer Now should show in your list of partners.

If you haven't already partnered with Volunteer Now, go to our [profile page on Be Collective](#), click on the 3 dots to the right hand side and select 'request partnership'.

You can also request partnerships with other groups if you want to share opportunities etc with them.

# Adding a duplicate Volunteering Opportunity

If you have one opportunity that is taking place in several different locations, you will need to create separate opportunities but you don't need to add all the details again, you can create a duplicate opportunity and just change the location for each.

From your group summary page, click on the 'Opportunities' tab (just under your main header image)

Your opportunities will all be listed – click 'duplicate' under the appropriate opportunity, this then saves as a draft opportunity.

Click the 'Drafts/Pending' tab to view your draft opportunities.

The opportunity you've just duplicated will have 'COPY' in the title and 'Draft' in italics beside it.

- Update your opportunity title – remove the word 'copy' and it is useful for your own records if you add in the location of the opportunity
- Update the address the opportunity is taking place and check all other fields - you can change any if needed.

On step 5 of the opportunity make sure you share your opportunity with Volunteer Now

# Sharing an existing opportunity with Volunteer Now

Maybe you have an existing opportunity that you haven't shared with Volunteer Now - your opportunity won't show up on [www.volunteernow.co.uk](http://www.volunteernow.co.uk) until you do.

From your own group summary page, click the 'opportunities' tab and select 'Active'

Under the opportunity title, click 'share' and select 'endorsement request'

Tick 'Volunteer Now' and any of your other partners you wish you share your opportunity with.

Click 'send'

Volunteer Now then receive a notification and, once we have endorsed your opportunity, it will automatically appear on the Opportunity Search on [www.volunteernow.co.uk](http://www.volunteernow.co.uk)

## Messaging

Be Collective has an inbuilt messaging system which makes it easy for you to keep in touch with your Members. When you send a message via this platform, your Members receive an email to let them know you've sent them a message.

### Messaging your group

If you have some news that you want to share with **all** your Members, go to your summary page, and on the 'Things you can do panel' select 'message group'. Please note, any responses received in the group message can be seen by the entire group, so do not hold conversations with individuals in this section - message them separately if needed.

### Messaging an individual in your group

From your summary page, click the 'Members' tab.

Use the search box to find the person you want to message, and just under their name click 'message'. Only yourself and the individual can see this conversation.

### Messaging volunteers relating to a particular opportunity

Maybe you have new guidelines relating to one of your volunteering roles and need to pass it out to those volunteers? You can message all the volunteers accepted to a specific opportunity.

From your summary page, click the 'Opportunities' tab.

Under the opportunity title, you will see the option to 'message' - this will send a message to all volunteers accepted to this role. Again, any responses will be seen by the whole group the message has been sent to.

## Scheduling & Rostering

Scheduling & Rostering is a brilliant feature from Be Collective - access this section by clicking 'schedule' on the toolbar on your summary page.

Within this section you can see calendars for each opportunity, showing shifts that are filled or others that you may still need additional volunteers for. (*dark green shading = shift filled; light green shading = volunteer shifts available*)

You can invite volunteers to an opportunity within this section, assign to particular shifts or change the selection they have made. You can also amend shifts if needed. *Please note, if you amend an existing shift you will need to inform any volunteers who have already registered for it.*

This is such a useful feature within Be Collective and we recommend that you view the help section so that you are getting the best use from it ...

➔ [HELP CENTRE article](#) - [Introducing Scheduling and Rostering](#)

# Adding / Removing Administrators

You can set as many people up with Administrator permissions for your group as you want.

All Administrators are able to add opportunities to your group page, view and process volunteer registrations, add news stories, etc.

Please note, the person you want to grant admin permissions to, must already have set up their own personal account on *Be Collective* (see the [Getting Started](#) section)

## Invite to join your group

Once they have set up their personal account you need to invite them to join your group - from your summary page, click the 3 dots to the right, select 'invite' and then type in the name of the individual. This will come through to them as a message and then they just click to accept.

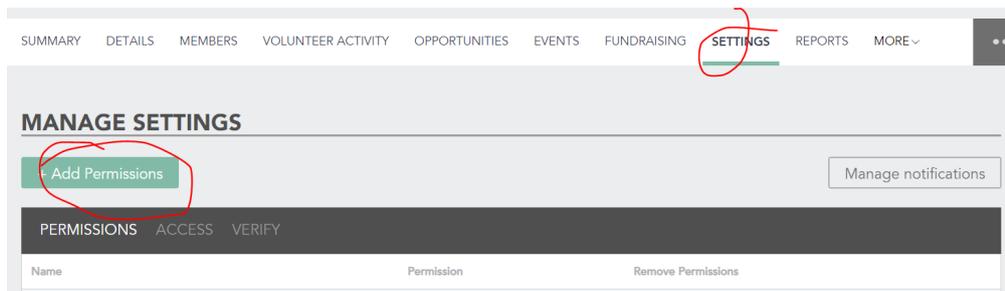
If you prefer to send the invitation by email you need to send them the link to your group page. To get the link, go to your group summary page, click on the 3 dots to the right, and select 'view public profile'. Your web address in the top bar will now end in 'profile'

e.g: <https://uk.becollective.com/groups/5dba678da6aebd002a09a719/profile>

When they have accepted your invitation to join the group, you can now assign them with Admin permissions..

## Assign Permissions

From your group summary page, select 'settings' from the top bar and click 'add permissions'



Type in the name of the group member you want to grant Admin permissions to and then click 'Add Permission'

The named person will then receive an automated email to let them know they now have Admin permissions to your group account.

→ [HELP CENTRE article - How do I add admins?](#)

## Removing Administrators

If someone has left your group or their role has changed, you can withdraw their Admin permissions.

Click on the 'Settings' tab - you will see the list of people with Admin permissions. Click the X beside whoever you want to remove the permissions from.

Please note, the person who initially created your group account will show in this list as the 'owner' - if you need to remove them please contact *Be Collective* using the 'contact customer support' link at the bottom of your screen.

# Processing volunteer registrations

When a potential volunteer registers for an opportunity, Administrators will receive an email notification.

Pending volunteer applications will show on your group summary page in the Actions panel or click on 'Volunteer Management' from the top tool bar on your summary page.

You can see all your new registrations in the 'applications' tab and view their application form. It is useful to keep the 'status' section updated - in here you can select pending / reviewing / background checks / interviewing / pre approved, so you will always know the status of your applications.

When you accept/reject a volunteer, they will receive an automated notification that their application has been accepted or rejected.

➔ [HELP CENTRE articles](#) - [Opportunity management](#)

# Volunteer Timesheets

Volunteers have their own social profile on the *Be Collective* platform and part of this is a tally of the hours they have contributed, so please make sure you accept volunteers so their hours are counted.

Once you accept a volunteer the platform will want to start counting the hours they have contributed. If you have created your volunteer role with a set amount of hours each week, these will automatically be attributed to the volunteer once you accept them.

You will see on your group summary page any pending timesheets waiting for approval. You can:

- Approve these manually
- Ignore and the platform will automatically submit hours after a period of time
- Amend any volunteer hours if necessary if additional or less hours were volunteered

A tally of volunteer hours contributed will also show in the reporting section on your group summary page.

➔ [HELP CENTRE articles](#) - [Opportunity Management](#)  
- [How to add volunteer hours from the past](#)

# Recruiting Volunteers for Events

Adding events is a great way of grouping multiple opportunities that take place under the same umbrella, like a fun run or festival.

Add any volunteering opportunities relating to your event first as you will then link to them in your event details. You can attach any briefs you need to send to volunteers in the opportunity detail - so for example if you needed to remind them a day or two before the event to wear suitable clothing, where your meeting place is, etc. The platform will automatically send this brief out to volunteers you have accepted to this role on the date you specify.

To add an event, go to your group summary page and from the 'Things you can do' panel, click 'create an event'

- Enter details about your event
- Update your header image - maybe you have a photo from a previous event you'd like to use, or select one from the online gallery
- Link to your event's volunteering opportunities

➔ [HELP CENTRE articles](#) - [Opportunity Management](#)

# Reporting Options

To see your reporting options, click on the Reporting tab (just below your header image) and this will show your Social Impact Report

- The overview will show you how many volunteers are active within your group and the social impact value (this is calculated on the UK average wage figure)
- Detailed reporting will show your volunteers by gender and by age, and will also show the causes your volunteers are interested in
- *Be Collective Plus* +/- this is not free on the system but is an additional feature where you can download detailed reports about your volunteers - see the [Be Collective Plus+](#) section for more details.

→ [HELP CENTRE article](#) - [Reporting](#)

# Writing Articles

Do you have any news that you think would be of interest to your Members or to the wider community on *Be Collective*? These articles are seen by visitors to your group public profile and also show up on your Members' personal summary page.

→ [HELP CENTRE article](#) - [How do I create an article?](#)

# Be Collective Plus+

*Be Collective* is free for everyone to use; however, some additional features are only available on *Be Collective Plus+* (for which a charge is made)

These additional features include:

- **Dynamic reporting** for complex insights in your engagement level and social impact
- **Smart lists:** create custom folders and lists to sort through your volunteers
- **Volunteer Portal:** a white-labelled solution that allows you to fully integrate group creation and opportunity listing onto your own website
- **Create a hierarchy:** join with other branches: share reports and information at each level and sub-level
- **Recognise your volunteers** and mobilise your social engagement with a credit system
- **Certificates** - create and issue your own certificates
- And much more!

→ [HELP CENTRE article](#) - [Be Collective Plus+](#)

# Frequently Asked Questions

## Where do I log in to my account?

Go to [www.volunteernow.co.uk/volunteer-management](http://www.volunteernow.co.uk/volunteer-management)

## I've forgotten my password

Go to [www.volunteernow.co.uk/volunteer-management](http://www.volunteernow.co.uk/volunteer-management) and click 'I forgot my password'. The system will email you details on how to reset your password

## I would like some 1-1 support on how to use the *Be Collective* platform for my group

[Contact Volunteer Now](#) and we can arrange this for you

## I want to sign my younger volunteers up for the Youth Impact Awards

Have a look at our website for further information: <https://www.volunteernow.co.uk/volunteering/youth-volunteering/organisations/>

## For a full range of help topics, visit the *Be Collective* help centre ...

Opportunity management: <https://help.becollective.com/en/im-a-volunteer-manager/opportunity-management>

Group management: <https://help.becollective.com/en/im-a-volunteer-manager/group-management>

Member management: <https://help.becollective.com/en/im-a-volunteer-manager/member-management>

Reporting: <https://help.becollective.com/en/im-a-volunteer-manager/reporting>

This guide last updated 7 Sept 2021

# Appendix 1 - Skills choices for opportunities

<b>Administrative &amp; Clerical</b>	Executive Administration	General Admin	Office Management
	Office Reception		
<b>Animals</b>	Animal Welfare	Dog Walking	Farming
	General Pet Care and Love	Veterinary	
<b>Arts</b>	Crafts	Crochet	Dance
	Drawing	Exhibition Arts	Knitting
	Music Arts	Painting	Patch Working
	Performing Arts Instructor	Photography	Screen Printing
	Sewing	Textile Repairing	Theatre Arts
	Visual Arts		
<b>Children &amp; Family</b>	Babysitting	Child Welfare	Childcare
	Crisis Intervention	Elder Care	Family Therapy
	Youth Services		
<b>Disaster Relief</b>	Disaster Clean-up	Disaster Relief Call Centre	Disaster Relief Care & Shelters
	Safety & Disaster Education	Search & Rescue	
<b>Education &amp; Sports</b>	English as a Secondary Language (ESL)	Financial Literacy	General Education
	General Play and Recreation	Learning Difficulty Aide	Library Sciences
	Literacy/Reading	Math/Science Instruction	Mentoring
	Sports Coaching	Teaching/Instruction	Tutoring
	Youth Activities Management		
<b>Engineering</b>	Chemical Engineering	Civil Engineering	Mechanical Engineering
	System Engineering		
<b>Environment</b>	Biodiversity Audit	Carbon Footprint	Environmental Audits
	Environmental Education	Environmental Management System Implementation	Environmental Policy
	General Environmental Awareness Training	Habitat Clean-up/Restoration	Materiality Assessment
	Pollution Prevention	Product or Service Lifecycle Analysis	Waste Auditing
	Water Footprint		
<b>Finance</b>	Accounting	Bookkeeping	Budgeting
	Cost Analysis	Financial Auditing	Financial Planning
	Reporting & Dashboards	Tax Prep	

More choices overleaf

# Appendix 1 - Skills choices for opportunities cont'd

<b>Food Service &amp; Events</b>	Cooking/Catering	Event Design & Planning	Event Management
	Event Support	Food & Beverage Services	
<b>Healthcare</b>	Children Medical Services	Dental	EMT
	First Aid/CPR	Massage Therapy	Mental Health
	Nursing	Physician	Physician Assistant
<b>HR</b>	Compensation	Human Resources Diversity	Human Resources Info systems
	Human Resources Legal Compliance	Human Resources Recruitment	Human Resources Strategy
	Human Resources Training & Development	Organisation Design	Performance Management
<b>Interactive &amp; Website</b>	E-commerce	Information Architecture	Online Flash/Video Production
	Web Design	Website Programming	Website Project Management
<b>IT Infrastructure &amp; Software</b>	ERP/CRM	General IT Wiz	IT Help Desk
	IT Management	IT Strategy	Network Administration
	Software Engineering		
<b>Legal</b>	Advocacy	Contract Negotiations	Employment Law
	Family Law	Intellectual Property	Legal (General)
	Litigation	Mergers & Acquisitions	Paralegal
	Tax Law		
<b>Logistics, Supply Chain &amp; Transportation</b>			
	Supply Chain	Supply Chain Logistics	Transportation Management
	Truck Driving	Warehouse Equipment Operations	Warehousing
<b>Marketing</b>	Brand Development & Messaging	Copywriting/Copyediting	Graphic Design/Print
	Graphic Design/Visual Identity	Interactive/Social Media/SEO	Marketing & Communications
	Marketing Strategy & Planning	Public Relations	Sales/Marketing
	Technical Writing		
<b>Miscellaneous</b>	Adaptability	Advice & Guidance	Children's Support
	Communication Skills	Community Development	Corporate Governance
	Decision Making	Editing	Guiding
	Interpersonal Skills	Leadership	Money Handling
	Problem Solving	Public Speaking	Resilience
	Self Awareness	Teamwork	Time Management

More choices overleaf

# Appendix 1 - Skills choices for opportunities cont'd

<b>Real Estate, Facilities &amp; Construction</b>	Building Architecture	Construction	Facilities Management
	Gardening / Grounds maintenance	General maintenance / DIY	Interior Design
	Landscaping	Real Estate & Leasing	Renovation
<b>Retail &amp; Customer Service</b>	Customer Service	Merchandising	Retail
	Stock / Inventory Management	Store Management	
<b>Sales &amp; Fundraising</b>	Business Development & Sales Management	Customer Acquisition	Fundraising
	Sales Coaching & Training	Sales Process	
<b>Strategy Development &amp; Business Planning</b>	Business Analysis	Business Planning	Capacity Planning
	Market Research	Product Development	Strategic Planning
	SWAT/GAP Analysis		