



VOLUNTEER NOW'S GUIDE TO

Be Collective

VOLUNTEER MANAGEMENT
PLATFORM

What is Be Collective?

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

**There is a paid for option available if you would like additional features - see Appendix 1 for details*

The platform allows you to promote your volunteering opportunities, communicate with your volunteers, and much more! It also enables volunteers to keep a verified Social Record of their volunteering activities.

We have put together this guide to help you navigate the platform, but if you need any assistance or advice along the way, or just want a quick run through of the platform, 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 useful articles within this publication (**click the  icon**).

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Go to 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 where you can then add your group details. You can also set up multi-factor authentication within your Settings to help keep your account secure.



Contact Volunteer Now if you need any help setting up your account.

Set up your group account

You can request a Partnership with any group 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 the [search facility](#) on www.volunteernow.co.uk



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

Getting Started

Click on 'manage my groups' in the left hand dashboard column, and select '+Add New'

Add information about what your group does, your main office location and the causes your group supports.

We recommend that you upload your insurance details as it shows you look after your volunteers and value the work that you do.

If you wish, you can choose to automatically approve applications to become a member of your group so that you don't need to do this manually.

Upload your logo (jpg format) and also select your page header - adding these details help your group to be more visible on the Be Collective platform.



Partnerships

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How to log in to your group account

Log in to your Be Collective account via Volunteer Now's website:

www.volunteernow.co.uk/volunteer-management/ or at <https://uk.becollective.com/auth>

Once signed in to Be Collective, from the black panel to the left hand side, select 'Manage My groups' and then 'manage' under your group name.

This will bring you to your group summary page where you can see at a glance all the links to your volunteers, opportunities, etc.

From your group summary page, select the 'Opportunities' tab and 'Add New'

Enter the information in the fields required. The first few lines of the **role overview** 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!

Note: If you miss adding information in the required fields, the platform won't let you publish your opportunity until they are completed.



Adding your volunteering opportunities

Sharing your volunteering opportunities

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 but this option has a charge for groups who don't have a subscription package.

Please make sure you tick the box to share your opportunity with Volunteer Now so that it shows up in the opportunity search on Volunteer Now's website as well as on the Be Collective platform. *(all volunteer registrations will come to you via Be Collective)*

If you haven't already partnered with Volunteer Now, go to our [group 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 your opportunities with them.



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Maybe you have an existing opportunity that you haven't shared with Volunteer Now - your opportunity won't show up on the [Opportunity Search facility](#) on www.volunteernow.co.uk until you do. We also won't be able to promote your opportunity for you either, through our social media or team members.

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

Sharing an existing opportunity to Volunteer Now's website

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.

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 don't hold conversations with individuals in this section - message them separately (by visiting their volunteer profile) if needed.*



Maybe you have an opportunity with a specific shift pattern and you need to know at a glance which shifts you still need volunteers for?

There's a whole section on Be Collective with lots of information on how the Scheduling & Rostering feature works. Check it out!



Scheduling & Rostering

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Adding / removing Administrators

Administrators are able to add opportunities to your group page, view and process volunteer registrations, etc. A member of Volunteer Now staff can be an Administrator on your account, additional to your quota, should you need assistance

Note: There is a charge for additional Admins on your account, either by a monthly charge or subscription plan. For more details see <https://becollective.my.site.com/help/s/article/becollectives-product-plans-pricing>.



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

Please ensure you process your applications so that volunteers can then start to accrue their hours on their Social CV.

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



Processing volunteer registrations

Adding a 'duplicate' opportunity

If you've created a great volunteer opportunity that you'd like to use again (maybe it's the same opportunity taking place in multiple locations), or you have a number of opportunities that are very similar, Be Collective's duplication function can save you lots of administration time.

Simply duplicate the opportunity and update the location, time, etc

Remember to amend the title of your new opportunity - when you create a duplicate it automatically puts 'COPY' in your opportunity title.

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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.

Note: If you do not have time to review your group's timesheets they are automatically submitted after 7 days.



Volunteer Timesheets

Reporting Options

Reporting is available only to Be Collective Plus/Pro subscribers. If your group is subscribed to Be Collective Standard, you can see a 90-day snapshot of your Social Impact report.



Events are a great way of grouping multiple opportunities that take place under the same umbrella, like a fun run, fête or festival.

Events are available only to Be Collective Plus/Pro subscribers.



Events

Reward & Recognition

Reward your volunteers with social credits and certificates in recognition of their volunteering.

Social credits & rewards are available only to Be Collective Plus/Pro subscribers.



Volunteer Now launched the Volunteer Now Impact Awards on 2 June 2021, available for young people up to the age of 25. Created and designed in partnership with our youth forum, this Awards programme works in partnership with our online platform, ensuring that all young volunteers have the ability to be recognised for their volunteering commitment.

Once a month we will run a report against the hours to be recognised and young people who have reached those hours will automatically receive their Award. This Award will be present in their personal profile and their social CV on Be Collective for download, saving and printing.

Make sure your young people join the Volunteer Now Impact Awards group on Be Collective and tick the box to share their hours!

Contact Volunteer Now if you need any assistance regarding the Impact Awards.



Impact Awards



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Group Verification

Group verification lets users on Be Collective know that your group (organisation) has the official tick of approval - literally and figuratively! It also means your group page and listed volunteer opportunities rank higher in search results.

Note: To engage any volunteers on Be Collective under the age of 18, your group needs to have a verified status.



I've forgotten my password

Go to the [login page](#) 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 the [Youth Volunteering section](#) of our website for further information.

I want to find out more about Be Collective's product plans and pricing

Visit [Be Collective's Help Centre](#) for more information


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

- [Opportunity management](#)
- [Group management](#)
- [Member management](#)

FAQ's

This guide last updated July 2025

Appendix 1: Pricing Plan features

Plan comparison	Starter	Plus	Pro	Enterprise 
	Choose	Choose	Choose	Choose
Group management				
Volunteers	Unlimited	Unlimited	Unlimited	Unlimited
Public group profile ^①	✓	✓	✓	✓
Group verification ^①	✓	✓	✓	✓
Administrators ^①	—	2	5	Unlimited
Document resource library ^①	—	5 files maximum	20 files maximum	Unlimited
Additional sub-groups ^①	—	—	—	✓
Membership				
Group application forms ^①	Standard	Customisable	Customisable	Customisable
Edit personal details ^①	✓	✓	✓	✓
Member types ^①	—	3	5	Unlimited
Bulk member invitation ^①	—	—	✓	✓
License & Qualification tracking ^①	—	—	✓	✓
Advanced filters ^①	—	—	✓	✓
Custom fields ^①	—	—	✓	✓
Social CVs for members ^①	✓	✓	✓	✓

Opportunities				
Post opportunities ^①	✓	✓	✓	✓
Scheduling and rostering ^①	✓	✓	✓	✓
Timesheet approval ^①	✓	✓	✓	✓
Add extra hours ^①	✓	✓	✓	✓
Opportunity application forms ^①	Standard	Customisable	Customisable	Customisable
Auto-approve applications ^①	—	✓	✓	✓
Flexible scheduling	—	—	✓	✓
Private opportunities ^①	—	✓	✓	✓
Pause opportunities ^①	—	✓	✓	✓
Application status tracking ^①	—	—	✓	✓
Volunteer brief ^①	—	✓	✓	✓
Data & analytics				
Summary reporting ^①	Limited	✓	✓	✓
Key insights reporting ^①	—	✓	✓	✓
Analytics hub ^①	—	—	—	✓
CSV data exports ^①	—	Limited	✓	✓

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Appendix 1: Pricing Plan features Cont'd

Plan comparison	Starter	Plus	Pro	Enterprise
	Choose	Choose	Choose	Choose
Events				
Create and manage events ⓘ	—	—	✓	✓

Create and manage events ⓘ	—	—	✓	✓
Communication				
Notifications ⓘ	✓	✓	✓	✓
Articles ⓘ	—	✓	✓	✓
Partnerships				
Partnerships ⓘ	✓	✓	✓	✓
Social share ⓘ	✓	✓	✓	✓
Donations				
Donations (AU/NZ only) ⓘ	✓	✓	✓	✓
Fundraising (AU/NZ only) ⓘ	✓	✓	✓	✓
Rewards & recognition				
Certificates ⓘ	—	—	✓	✓
Social credits and rewards ⓘ	—	—	✓	✓

Appendix 2: Skills choices for opportunities

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.

Administrative & Clerical	- Executive Administration - General Admin - Office Management - Office Reception
Animals	- Animal Welfare - Dog Walking - Farming - General Pet Care and Love - Veterinary
Arts	- 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
Children & Family	- Babysitting - Child Welfare - Childcare - Crisis Intervention - Elder Care - Family Therapy - Youth Services
Disaster Relief	- Disaster Clean-up - Disaster Relief Call Centre - Disaster Relief Care & Shelters - Safety & Disaster Education - Search & Rescue
Education & Sports	- 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
Engineering	- Chemical Engineering - Civil Engineering - Mechanical Engineering - System Engineering
Environment	- 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
Finance	- Accounting - Bookkeeping - Budgeting - Cost Analysis - Financial Auditing - Financial Planning - Reporting & Dashboards - Tax Prep
Food Service & Events	- Cooking/Catering - Event Design & Planning - Event Management - Event Support - Food & Beverage Services
Healthcare	- Children Medical Services - Dental - EMT - First Aid/CPR - Massage Therapy - Mental Health - Nursing - Physician - Physician Assistant

Appendix 2: Skills choices for opportunities cont'd

HR	<ul style="list-style-type: none">- 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
Interactive & Website	<ul style="list-style-type: none">- E-commerce- Information Architecture- Online Flash/Video Production- Web Design- Website Programming- Website Project Management
IT Infrastructure & Software	<ul style="list-style-type: none">- ERP/CRM- General IT Wiz- IT Help Desk- IT Management- IT Strategy- Network Administration- Software Engineering
Legal	<ul style="list-style-type: none">- Advocacy- Contract Negotiations- Employment Law- Family Law- Intellectual Property- Legal (General)- Litigation- Mergers & Acquisitions- Paralegal- Tax Law
Logistics, Supply Chain & Transportation	<ul style="list-style-type: none">- Bus/Van Driving- Driving- Inventory Management- Supply Chain- Supply Chain Logistics- Transportation Management- Truck Driving- Warehouse Equipment Operations- Warehousing
Marketing	<ul style="list-style-type: none">- 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
Miscellaneous	<ul style="list-style-type: none">- 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
Real Estate, Facilities & Construction	<ul style="list-style-type: none">- Building Architecture- Construction- Facilities Management- Gardening / Grounds maintenance- General maintenance / DIY- Interior Design- Landscaping- Real Estate & Leasing- Renovation
Retail & Customer Service	<ul style="list-style-type: none">- Customer Service- Merchandising- Retail- Stock / Inventory Management- Store Management
Sales & Fundraising	<ul style="list-style-type: none">- Business Development & Sales Management- Customer Acquisition- Fundraising- Sales Coaching & Training- Sales Process
Strategy Development & Business Planning	<ul style="list-style-type: none">- Business Analysis- Business Planning- Capacity Planning- Market Research- Product Development- Strategic Planning- SWAT/GAP Analysis