



How to use the JVN website – a guide for charities and organisations.

Thank you for using JVN to help find volunteers to fill your important volunteering roles. The JVN website – www.jvn.org.uk – contains hundreds of live volunteering opportunities from 300+ organisations, which were viewed 10,000 times last year by would-be volunteers. To register your organisation and upload your opportunities is a fairly intuitive process, but if you need assistance just follow these simple steps.

1. Register/Log in

- If you have already registered for a JVN account, begin by logging in with your email address and password at the top of the homepage.
- If you do not have a JVN account, you can find the link to register just above the login boxes. Follow the simple steps to create your account. The registration process should take you no more than a couple of minutes. Please ensure you tick the option 'I represent a charity looking for volunteers'.

2. Act on behalf of your organisation

- Once logged in you will be brought to the *My Account* page. If you have already been connected to your organisation, three tabs will be visible: 'name of your organisation', 'My account' and 'Add a charity'.
- If the first tab does not appear, you will need to connect your account to the organisation's account. Click 'Add a charity' and enter the full name of the organisation. If the charity already has an account, you will be advised to contact us to connect your account with the organisation's. If it does not you will be required to enter some details about the organisation. Please note that you must enter a description of the organisation, the charity number and upload a logo for any opportunities you post to be visible to volunteers.

Helpful tip: If an organisation you create is part of an umbrella body or a particular project/campaign belonging to another organisation, please use their charity number and ask us to link these accounts.

Once your organisation has been successfully registered, the *My Account* page will display the tab with the name of the organisation.

3. Post volunteering opportunities

- When you have logged in you will be directed to the *My Account* page. By clicking on your organisation's tab, you will be able to change the organisation's details and view your page as it appears on the website. You can also view and add people with a JVN account as additional contacts linked to the organisation.

*Helpful tip: You can go back to the *My Account* page at any time from any other page, via the link in the top right of the website.*

- Clicking on *Create a new opportunity* will bring up a form to fill in. The check boxes correlate with the filters used by volunteers to narrow down their options when searching for opportunities. We recommend you enter a clear role description for volunteers. If you need assistance with this, please get in touch. Complete the form and click 'Submit' to complete your opportunity posting.*

Helpful tip: If you can, please complete the 'Display until' box. This will ensure that the opportunity is no longer available when the role is no longer required. Leaving the 'Display until' box blank will mean the opportunity will stay on the website indefinitely.

- You can modify an opportunity's details at any time by clicking *View/edit opportunities* on the *My Account* page.

* If you are seeking a trustee, or a board or committee member, please get in touch with Lia Bogod on 020 8203 6427 or by email at lia@jvn.org.uk before posting your opportunity.

4. Responding to volunteers

- When a volunteer applies for or contacts you about a role you will be notified by a JVN branded email. To see their message, log into your account, click on the organisation's tab and click on *Communication centre*. You will then be able to communicate with the volunteer and view the communication history between you.

Helpful tip: You are free to ask a volunteer for any details you wish, including contact information. However, communicating exclusively via the *Communication centre* will allow us to keep our records up to date and to be able to better inform you of statistics relating to your organisation's performance.

- It is important that volunteers are responded to quickly, within 48 hours if possible. We do follow up with organisations that do not respond quickly and effectively to volunteers.
- If an application is carried through successfully and you no longer require any more volunteers for the role, please remove it by changing the 'Display until' date or ask us to do it for you.

5. JVN Membership

- JVN provides different membership packages offering a range of benefits. To request a brochure please email Lia Bogod at lia@jvn.org.uk or call 020 8203 6427.

Terms of Use

JVN only connects volunteers with volunteering opportunities. We do not vet or check volunteers; this is the responsibility of the charity. For full terms and conditions on the use of JVN's website and services, please [click here](#).