

Manage your Applications

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Keeping up with your account shouldn't be too much of a chore! The website is easy to use and you just need to remember a couple of key things to make things run smoothly and bring new people into your team:

1. Make sure you regularly check the email address you used to set up the account. If you get any applications, a notification will be sent to this email address.
2. Use the 'action' column to let volunteers know what is going on after they apply. Clicking [here](#) sends an automatic email. Try to at least use the first 'thumbs up' when you get their application to tell people you've received it and know they are waiting.
3. **Contact your applicants as soon as possible, ideally within 24 hours!** This is super important; no one wants to offer their time for free and then hear nothing. This might be the first contact they have had with XR and can determine whether they become an enthusiastic contributor to the movement or someone who goes away and complains about us to their friends! After 24 hours they'll start to 'cool' which makes onboarding harder. **A warm human voice is always better than written communication, so calling them is always the best option!**
You can find some key tips for this conversation below.
4. Don't be scared to say 'no'. Not everyone is suitable for every role; it has to work out for both the volunteer and the team. Of course you can still say 'no' nicely! If after chatting to your applicant you don't think they are suitable for your role maybe you can suggest some other ways they can get involved in XR. You may not get a new team member but you can still help to grow the movement and leave the person feeling valued.
5. Make sure you delete or hide any roles you've filled or don't need anymore. This stops the site clogging up with unavailable roles and saves you time contacting people who might apply for them.

(NB roles time-out after two months and then are hidden automatically. If you want to re-advertise the role you can un-hide it and it will reappear on the site but it will carry its original posting date so if you want it to appear near the top you will need to set up a new role)

6. **Urgent roles:** if your role is genuinely urgent, please email admin support at volunteer@extinctionrebellion.uk - we have the ability to bring these roles to the top of the list and give them a yellow highlight so more people see them.

Calling applicants

So someone has applied, now you need to get in touch! This should always be by phone rather than email - not only do emails often get missed or go to junk but a friendly first call can go a long way to making someone feel welcome and valued.

We know this can be a little nerve-wracking at first: how do you work out if this person is right for your role in just a short call? But don't worry - really it's just talking to good people with integrity. You can't mess it up if you're open, enthusiastic and honest. Remember, "I don't know" is a perfectly good answer - just determine if you think they're a good person and a good fit to the best of your knowledge.

If the person isn't right or doesn't feel right, it is fine to end the call early and say "we will get in touch again when something that will suit better comes up", and advise them to go and investigate roles at their Local Group, or even to set one up. Be gentle and end the call positively - not everyone can do every role after all.

Here is a suggested roadmap to help when you start making calls:

1. Read your volunteer's profile and application message (if applicable). Get a little excited about speaking to an amazing person who may be able to help.
2. Dial.
3. If no answer, either leave a voicemail or send a text/Telegram/WhatsApp message.
4. If they answer, give a clear enthusiastic intro:

"Hi XXX, it's XXX here with Extinction Rebellion, XXX team. I'm calling because you [put your hand up for volunteering with us/applied for our XXX role]. Is now a good time to chat?" Let them answer.

5. If 'no', arrange a time to call them back.

6. If they can chat, ask a few basic questions and arrange another time to speak to them for a longer chat - preferably on Zoom:

- How much time can they volunteer?
- Do they have any access requirements we need to be aware of?
- Do they have any questions?
- Can they Zoom so you can have a longer chat about the role (as well as get to know them better)?

NB: Always arrange the next time to speak/meet during each call so they have the date in their calendar. Saves time and makes them feel 'held'.

7. When you have your longer (Zoom) call with them, ask some open questions to get them talking. You want to gain their full attention and start collecting clues about them and if they'd be good for your role/s. Let them talk and hope they don't ramble on too much or start telling you exactly where XR are going wrong and asking to meet the management. (Listen carefully for disruptive behaviour / vocabulary)

Example questions

"What led you to getting in touch with XR?"

"What do you know about organising with XR?"

8. Once they are right there with you in the conversation (and haven't revealed themselves to be a flat earther), build some **rapport** - maybe share a similar anecdote and relate to their experiences. Ask questions you can relate to but keep it heading in the right direction.

Example questions

"So are you in a Local Group?" Listening. "Wow yeah mine too; they're amazing and the Council has now declared a Climate Emergency"

"Do you have mates (volunteering) in XR too?" Listening. "Great - how's their experience, are they finding it rewarding?" Listening.

“Did you see that the EU have now declared a Climate Emergency?”

THEN ASK “So have you joined a Rebellion or Action yet?” Listening. “Wow yeah I was at XXXX action and met the most incredible people” OR “Well don’t worry we have plenty of roles that don’t require you to [Go to London for 2 weeks / Get in trouble with the Law] - like the one I’m calling about”.

9. Now find out about their background and skills. Use open or closed (yes/no) questions depending on how keen they are and how long you have to chat to them etc.

Example questions

CLOSED: “So I saw you had Accounting skills, which we’d love to bring to our XXXX team. Is that true?”

OPEN: “So I saw you had Accounting skills, which we’d love to bring to our XXXX team; can you tell me about that?”

CLOSED: “So have you ever managed social media accounts?”

OPEN: “So what’s your experience with Twitter, Facebook, Insta and such?”

CLOSED: “Have you done much copywriting?”

OPEN: “Are you someone who’s good with words and writing?”

10. You can use alternative questioning if you have a few roles that you want to narrow down, e.g. “Would you say you’re more of a tech person or an arts person?”
11. Once you get a rough idea of what they are about and their strengths and specific skills, ALWAYS ASK: “How confident are you with using apps & technology to communicate?” THEN ask “And how much time do you expect to have to commit to tackling the climate emergency most weeks?”
12. If all has gone well and you think they are a match for your role, then you can give an overview of the team and what sort of thing they would be doing in the role. “You’d be doing XXXX and working with a great team on XXXX project/action/topic. How does that sound?” Let them think.

13. DISCUSS TIME COMMITMENT. The volunteer needs to be comfortable in understanding that the time required is something they can offer, or it's simply not a fit. They are then likely to drop out in a few weeks having cost your beloved team time and effort. That said, it can be hard to gauge and we have to go with our gut here often. Do stress that they don't have to solve everything on their own and that they will have great supportive people around them.
14. If they need specific technical skills, DIG DEEPER on those now. Likewise, if you have reservations about time commitment, personality, commitment or anything else, follow your instincts here.
15. If you're happy then lay out what will happen next (but minimise barriers to entry).
16. Handle any last questions they have but feel free to say they're best off speaking to the person you're passing them on to.
17. Wrap up. "Great that's fantastic and I can't wait to introduce you to the team." Thank them for stepping up to volunteer.

AND THAT'S THE CALL!

Getting in touch if they haven't left a phone number

If they haven't left a phone number or you've had your initial call, then send an email with the suggestions below.

- Template email :
 - Thanks for signing up
 - [Intro to XR link](#) - don't send to existing volunteers.
 - How best to keep in touch (give them options that suit you)
 - [Volunteer Agreement](#)
 - If you've spoken to them and arranged your next call then click the thumbs up on the Volunteer website.
 - If you haven't spoken to them and you hear nothing back from your initial email, after a week send a second email. If no luck, click thumbs down.
 - If they reply to your email and you're happy to move forward - click thumbs up on the Volunteer website site.
 - The thumbs up/down buttons send out automated emails informing applicants whether or not they are on the waiting list.
 - The thumbs up/down also informs Integrator Support how well a team is doing with recruitment.
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