Recruiting via the XRUK Volunteer Website

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Volunteer Website



volunteer.extinctionrebellion.uk

This website works just like a jobs board and aims to help volunteers find roles and groups to find volunteers. Any XR UK group can apply for an account and recruit this way - you just need an official email address. In practice, the site is mainly used by UK-wide, national and regional groups which are less likely to find their people on the streets or at an in-person meeting.

On this website we've used the term 'volunteer' throughout rather than 'rebel' as it is better understood by people completely new to XR.

Setting up a team account

To get started, you will need to get a group account.

1. Go to volunteer.extinctionrebellion.uk/integrator
2. Watch the short (7 min) video which explains how the site works.
3. Scroll down and click 'create group account'.
4. Use your **XR group's email** to set up an account - this needs to be an email that is checked regularly *(please note we can't take personal email addresses)*.
5. The application comes to the Pathways team for approval.
6. Once the application is approved, you will receive an email with a link to click on to complete the registration.
7. You are up and running and ready to post roles!

Writing an appealing role

1. **De-jargon!** Try to look through the eyes of someone who knows nothing about XR. You can explain the ‘correct’ terms for things later if needed but for now communication is key e.g.:

> ☹ Internal coordinator, external coordinator, integrator, regen, rebel

> □□ Team guide, team representative, team builder, wellbeing, volunteer

2. **Make it accessible** Volunteers rarely have both good skills and lots of time. Asking for lots of time excludes certain groups of people and makes us less diverse as a movement. Can you break down the role? e.g. Internal Coordinators often get asked to do everything!

> ☹ Internal coordinator (hours: full-time)

> □□ Team guide (hours: 10-15/week). Recruiter (hours: 2-4/week). Newbie support person (hours: 5-9/week). Wellbeing champion (hours: 2-4/week). Secretary (hours: 2-4/week). Admin helper (hours: 2/week). Facilitator (hours: 2/week). Team tech support (hours: 2-4/week).

3. **Be clear** what you want someone to do, especially in the job title. The more specific you are, the more likely you are to get what you are looking for. However, if you just need more team members and plan to find out what they want to do later that's fine too! If you do this, try to have a few tasks your newbie can help with right away.

4. **Include key words** in your description. Ask yourself which search words people are most likely to use if they want a role like yours.

5. **Consider the type of role**: do you need a permanent member of the team or could the work be done as a time-limited project? The second of these is likely to attract more people, especially those who are skill-rich but time-poor.

6. **Create an eye-catching role ad using HTML**

7. **Consider trying out several different titles for your role.** You can even experiment by posting the role more than once and see which gets the best engagement.

Searching for volunteers on the database

NB This option is currently only open to UK-wide teams due to data protection. Also, you will get a more enthusiastic and committed volunteer from letting people apply for your roles. However, if you are struggling to find people and need a search, please email user support at volunteer+rs@extinctionrebellion.uk.

If you are in a UK-wide team and are not getting suitable applications for your role, the first step is to do a quick sense-check: is it obvious what your role is and who it is for? If yes, then maybe you want to try a search of the database. Log in to your account and go to 'Volunteer Database' in the lefthand menu. You can search for volunteers by hours offered, preferred type of work, preferred location of work and by any search term you enter (this searches the volunteer's whole profile.)

Data Protection

It is of course very important to be aware that you are handling people's personal data and to treat it with the greatest respect. The data on the site is protected by website security and should not be copied elsewhere unless absolutely necessary, in which case it should be deleted as soon as possible. All integrators must read, understand and sign our Volunteer Agreement which contains our Data Protection Policy. (We ask new volunteers to sign this, after all!)

Site support is available by emailing volunteer+rs@extinctionrebellion.uk

The website has been set up by the UK Pathway team and is maintained by the UK Pathway and UK Digital teams.

Templates for Volunteer Website Role Adverts

To format your role ads on the Volunteer Website, you need to use something called HTML. Without HTML, your role description will appear as one long block of text, which is hard to read and digest. To help with this, you can copy and paste one of the templates below into your ads. Then, you just have insert links specific to your team and add any extra text you need to make your ad look marvellous!

You will need to replace everthing in caps with your group info and links. Remember to delete the square brackets. You can view how the ad will appear above each of the HTML templates.

To insert links specific to your team:

1. Find your group on the Organism
2. Select the option 'Mandate' top right
3. Select and copy the URL [address at the top of the web page]
4. Paste over the word LINK in the template
5. Find your parent circle on the Organism and repeat steps 2, 3 & 4

We've created role advertisment (ad) templates for the following roles:-

- Internal Coordinator (IC)
- External Coordinator (EC)
- Facilitator
- Budget Holder
- Secretary (Minute Taker)
- Integrator/Recruiter

There are standard mandates for these roles on the Organism and so we've included links to these in the templates. If you are advertising a different role, discuss the tasks the role holder will need to do with your group and add these to the task list under 'Some of the [ROLE NAME] tasks include:'

More Info

For basic instructions on how to use HTML, you can copy and paste from the Basic Syntax list

How the Internal Coordinator ad will look using the template below:

The role can be shared between two people, reducing the time commitment necessary.

Recruitment Support is a friendly and dynamic team.

The key role of the Internal Coordinator (IC) is to ensure the team is healthy and achieving its mandate.

Some of the IC tasks include:

- Proposing roles and projects the team needs to fulfil its purpose and accountabilities.
- Supporting the work of role-holders and sub-circles, and reviewing their work at regular intervals.
- Inviting people with relevant skills and abilities to join the team as required.
- Maintaining an awareness of what is happening in the wider organism, and communicating regularly with the team's External Coordinator.

For more information on the mandates for Recruitment Support, RIOT (Recruitment, Integration, Onboarding and Training) and the Internal Coordinator, please select the links below:

Recruitment Support mandate

RIOT mandate

Internal Coordinator mandate

We look forward to hearing from you.

Internal Coordinator - Template

```
<strong>The role can be shared between two people, reducing the time commitment
necessary.</strong></p>

<p><b><font color="green">The [YOUR TEAM NAME] is a [FRIENDLY/ORGANISED/DYNAMIC ETC]
team.</font></b></p>

<p>The key role of the Internal Coordinator (IC) is to ensure the team is healthy and
achieving its mandate.</p>

Some of the IC tasks include:

<p>
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<ul>
<li> Proposing roles and projects the team needs to fulfil its purpose and
accountabilities.</li>
<li> Supporting the work of role-holders and sub-circles, and reviewing their work at regular
intervals.</li>
<li> Inviting people with relevant skills and abilities to join the team as required.</li>
<li> Maintaining an awareness of what is happening in the wider organism, and communicating
regularly with the team’s External Coordinator.</li>
</ul>
</p>

<p>For more information on the mandates for [YOUR TEAM NAME], our parent circle [YOUR WIDER
CIRCLE NAME] and the Internal Coordinator, please select the links below:<br></p>

<p><a href="LINK" target="_blank" rel="noopener noreferrer">YOUR TEAM NAME
mandate</a></p>

<p><a href="LINK" target="_blank" rel="noopener noreferrer">YOUR WIDER CIRCLE NAME
mandate</a></p>

<p><a href="https://organism.extinctionrebellion.uk/?id=1310&tab=defaultroles&expand=r2"
target="_blank" rel="noopener noreferrer">Internal Coordinator mandate</a></p>

<p><strong>We look forward to hearing from you.</strong></p>
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How the External Coordinator ad will look using the template below:

The role can be shared between two people, reducing the time commitment necessary.

Recruitment Support is a friendly and dynamic team.

The key role of the External Coordinator (EC) is to ensure the team is represented in the broader circle, and aware of that circle’s work and priorities.

Some of the EC tasks include:

- Representing the mandate of the team within meetings of the broader circle, and asking another member of the team to attend when not available.
- Taking issues that can’t be resolved in the team to the broader circle.
- Exchanging information with other teams.

For more information on the mandates for Recruitment Support, RIOT (Recruitment, Integration, Onboarding and Training) and the External Coordinator, please select the links below:

Recruitment Support mandate

RIOT mandate

External Coordinator mandate.

We look forward to hearing from you.

External Coordinator - Template

```
<strong>The role can be shared between two people, reducing the time commitment
necessary.</strong></p>

<p><b><font color="green">The [YOUR TEAM NAME] is a [FRIENDLY/ORGANISED/DYNAMIC ETC]
team.</font></b></p>

<p>The key role of the External Coordinator (EC) is to ensure the team is represented in the
broader circle, and aware of that circle’s work and priorities.</p>

Some of the EC tasks include:

<p>
<ul>
<li> Representing the mandate of the team within meetings of the broader circle, and asking
another member of the team to attend when not available.</li>
<li> Taking issues that can’t be resolved in the team to the broader circle.</li>
<li> Exchanging information with other teams.</li>
</ul>
</p>

<p>For more information on the mandates for [YOUR TEAM NAME], our parent circle [YOUR WIDER
CIRCLE NAME] and the External Coordinator, please select the links below:<br></p>

<p><a href="LINK" target="_blank" rel="noopener noreferrer">YOUR TEAM NAME
mandate</a></p>

<p><a href="LINK" target="_blank" rel="noopener noreferrer">YOUR WIDER CIRCLE NAME
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mandate</a></p>

<p><a href="https://organism.extinctionrebellion.uk/?id=1310&tab=defaultroles&expand=r1"
target="_blank" rel="noopener noreferrer">External Coordinator mandate</a>.

<p><strong>We look forward to hearing from you.</strong></p>
```

How the Facilitator role ad will look using the template below:

Recruitment Support is a friendly and dynamic team.

About the Facilitator role

The Facilitator role is to ensure that meetings stay on track with the agenda and decision-making processes are appropriately structured.

- Facilitating meetings of this team.
- Inviting facilitators from inside or outside of this circle to facilitate a given meeting, if not personally facilitating.
- Ensuring that applicable processes for elections and decision-making (e.g. group agreements, constitutional rules, Ways of Working) are followed.

For more information on the mandates, please select the links below:

Recruitment Support mandate

RIOT mandate

Facilitator mandate

We look forward to hearing from you.

Facilitator - Template

```
<p><b><font color="green">The [YOUR TEAM NAME] is a [FRIENDLY/ORGANISED/DYNAMIC ETC]
team.</font></b></p>

<b>About the Facilitator role</b>



<b>The Facilitator role is to ensure that meetings stay on track with the agenda and decision-
making processes are appropriately structured. </b>
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<ul>
<li>Facilitating meetings of this team.</li>
<li>Inviting facilitators from inside or outside of this circle to facilitate a given meeting, if not personally facilitating.</li>
<li>Ensuring that applicable processes for elections and decision-making (e.g. group agreements, constitutional rules, Ways of Working) are followed.</li>
</ul>

<p>For more information on the mandates, please select the links below:<br></p>

<p><a href="LINK" target="_blank" rel="noopener noreferrer">YOUR TEAM NAME mandate</a></p>

<p><a href="LINK" target="_blank" rel="noopener noreferrer">YOUR WIDER CIRCLE NAME mandate</a></p>

<p><a href="https://organism.extinctionrebellion.uk/?id=1310&tab=defaultroles&expand=r4667" target="_blank" rel="noopener noreferrer">Facilitator mandate</a>

<p><strong>We look forward to hearing from you.</strong></p>
```

How the Budget Holder role ad will look using the template below:

Recruitment Support is a friendly and dynamic team.

About the Budget Holder role

The Budget Holder ensures that the team has money spent and distributed, and volunteers have expenses re-reimbursed when requested and where required for its operation. The Budget Holder ensures that the team's budget is managed well and transparently.

- Handling any requests for volunteer living expenses transparently with the team.
- Approving, declining, recording, and tracking team members' requests for payment.
- Advising the Integrated Budget Group of new and existing funding requests outside of the allocated budget.

- Assisting the Integrated Budget Group and broader circle budget holders during regular budget reviews.
- Monitoring the budget holder chats for any information that might be relevant to their role.
- Maintaining and sharing transparent records of the expenditure and money of the team, upon request of other members of this team, or budget holders of super circles if relevant.
- Keeping a record of expenditure to ensure it is within the team's budget and highlighting when there may be a serious overspend or underspend.

For more information on the mandates, please select the links below:

Recruitment Support mandate

RIOT mandate

Budget Holder mandate

We look forward to hearing from you.

Budget Holder - Template

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<p><b><font color="green">The [YOUR TEAM NAME] is a [FRIENDLY/ORGANISED/DYNAMIC ETC]
team.</font></b></p>

<b>About the Budget Holder role</b>



<b>The Budget Holder ensures that the team has money spent and distributed, and volunteers
have expenses re-reimbursed when requested and where required for its operation. The Budget
Holder ensures that the team’s budget is managed well and transparently. </b>



<ul>
<li>Handling any requests for volunteer living expenses transparently with the team.</li>
<li>Approving, declining, recording, and tracking team members’ requests for payment.</li>
<li>Advising the Integrated Budget Group of new and existing funding requests outside of the
allocated budget.</li>
<li>Assisting the Integrated Budget Group and broader circle budget holders during regular
budget reviews.</li>
<li>Monitoring the budget holder chats for any information that might be relevant to their
role.</li>
<li>Maintaining and sharing transparent records of the expenditure and money of the team, upon
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request of other members of this team, or budget holders of super circles if relevant.</li>
<li>Keeping a record of expenditure to ensure it is within the team's budget and highlighting
when there may be a serious overspend or underspend.</li>
</ul>


<p>For more information on the mandates, please select the links below:<br></p>


<p><a href="LINK" target="_blank" rel="noopener noreferrer">YOUR TEAM NAME
mandate</a></p>

<p><a href="LINK" target="_blank" rel="noopener noreferrer">YOUR WIDER CIRCLE NAME
mandate</a></p>


<p><a href="https://organism.extinctionrebellion.uk/?id=1310&tab=defaultroles&expand=r6"
target="_blank" rel="noopener noreferrer">Budget Holder mandate</a>

<p><strong>We look forward to hearing from you.</strong></p>
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How the Secretary role ad will look using the template below:

Recruitment Support is a friendly and dynamic team.

About the Secretary role

The key role of the Secretary is to ensure that formal, up-to-date records are accessible to all team members and that the team's organisation is transparent. The tasks break down as follows:-

- Scheduling the team's meetings, and sharing the meeting details with all team members, giving plenty of notice.
- Capturing and sharing the outputs of the team's meetings as appropriate, i.e. decisions, project/role updates, and action points.
- Updating the Communications Hub with agreed changes to teams, roles, and policies - coordinating with the Group Admin core role where present.

For more information on the mandates, please select the links below:

Recruitment Support mandate

RIOT mandate

Secretary mandate

We look forward to hearing from you.

Secretary - Template

```
<p><b><font color="green">The [YOUR TEAM NAME] is a [FRIENDLY/ORGANISED/DYNAMIC ETC]
team.</font></b></p>

<b>About the Secretary role</b>

<p><b>The key role of the Secretary </b> is to ensure that formal, up-to-date records are
accessible to all team members and that the team’s organisation is transparent. The tasks
break down as follows:-
</p>

<ul>
<li>Scheduling the team’s meetings, and sharing the meeting details with all team members,
giving plenty of notice.</li>
<li>Capturing and sharing the outputs of the team’s meetings as appropriate, i.e. decisions,
project/role updates, and action points.</li>
<li>Updating the Communications Hub with agreed changes to teams, roles, and policies -
coordinating with the Group Admin core role where present.</li>
</ul>



<p>For more information on the mandates, please select the links below:<br></p>



<p><a href="LINK" target="_blank" rel="noopener noreferrer">YOUR TEAM NAME
mandate</a></p>

<p><a href="LINK" target="_blank" rel="noopener noreferrer">YOUR WIDER CIRCLE NAME
mandate</a></p>

<p><a href="https://organism.extinctionrebellion.uk/?id=0&tab=defaultroles&expand=r4666"
target="_blank" rel="noopener noreferrer">Secretary mandate</a>

<p><strong>We look forward to hearing from you.</strong></p>
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How the Integrator/Recruiter role ad will look using the template below:

Recruitment Support is a friendly and dynamic team.

About the Integrator/Recruiter role

The key role of the Integrator is to ensure that team members are flourishing and productive in all roles, and that the team has members to fill its roles and support its workload. The main tasks are:-

- Advertising your team's roles on the XRUK Volunteer Website and other recruitment websites.
- Reviewing applications and inviting new members to join the team.
- Onboarding, inducting and orienting new members into the team.
- Checking in with team members about their fit with roles, projects and the team generally, and offering feedback.
- Training and tools are available from the Recruitment Support team to help you with all these tasks.

For more information on the mandates, please select the links below:

Recruitment Support mandate

RIOT mandate

Integrator/Recruiter mandate

We look forward to hearing from you.

Integrator/Recruiter - Template

```
<p><b><font color="green">Recruitment Support is a friendly and dynamic team.</font></b></p>

<b>About the Integrator/Recruiter role</b>


<p><b>The key role of the Integrator </b> is to ensure that team members are flourishing and productive in all roles, and the team has members to fill its roles and support its workload. The main tasks are:-
</p>
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<ul>
<li>Advertising your team's roles on the XRUK Volunteer Website and other recruitment websites.</li>
<li>Reviewing applications and inviting new members to join the team.</li>
<li>Onboarding, inducting and orienting new members into the team.</li>
<li>Checking in with team members about their fit with roles, projects and the team generally, and offering feedback.</li>
<li>Training and tools are available from the Recruitment Support team to help you with all these tasks.</li>
</ul>

<p>For more information on the mandates, please select the links below:<br></p>


<p><a href="LINK" target="_blank" rel="noopener noreferrer">YOUR TEAM NAME mandate</a></p>

<p><a href="LINK" target="_blank" rel="noopener noreferrer">YOUR WIDER CIRCLE NAME mandate</a></p>

<p><a href="https://organism.extinctionrebellion.uk/?id=0&tab=defaultroles&expand=r3736" target="_blank" rel="noopener noreferrer">Integrator/Recruiter mandate</a>



<p><strong>We look forward to hearing from you.</strong></p>
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Manage your Applications

Managing your applications

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. Volunteers will receive an automatic email from the system after they apply:

Your volunteer role application with XR UK

Hello [first name] / friend,
This is to confirm that you have applied for the role XXXXXX @ XXXXX team with Extinction Rebellion UK. Thank you so much!
We have notified the organiser who posted the role and they should contact you soon. We are all volunteers here though, juggling work, family and other life stuff so please bear with us. It is always worth checking your spam folder if you don't hear back after a few days.
If you haven't heard back after ten days please reply to this email and we will try to get you connected with them or find another role to suit you.
People like you make XR function - thank you for volunteering!

Love and courage
The Volunteer Website Team
volunteer@extinctionrebellion.uk

3. **Contact your applicants as soon as possible!** 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.

If you do email, here's a handy template email with the relevant links for copy/pasting to use as a reply message to the applicant:

```
Hi [NAME]

Thanks so much for applying for the role of [ROLE NAME] with Extinction Rebellion (XR) UK's
[GROUP NAME] team.

Your application looks great! We really appreciate you offering to donate your energy and
skills, and we're really looking forward to meeting you.

If you'd like to know more about XR and to also read our 10 Principles and Values (P&Vs),
please could you have a look at the two links below. When you're ready, please get in touch
and we will arrange a time to meet for a chat about next steps.

- https://extinctionrebellion.uk/about/
- https://rebeltoolkit.extinctionrebellion.uk/books/xr-uk-ways-of-working-and-
constitution/page/principles-and-values

Thank you again for stepping up to help. Time is XR's most valuable resource and we're very
grateful to you for offering yours.

Look forward to hearing from you soon and, if you decide to join us (which I very much hope
you do), working with you in the future. But please let us know if you decide to withdraw your
application, so we don't worry about your wellbeing.

Love and courage

[YOUR NAME]

XRUK [YOUR TEAM] team

Team Recruiter Role
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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' kindly! 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 (see our Get Involved page on the UK website for ideas). 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 role ads 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.)

6. **Urgent roles**: if your role is genuinely urgent, please email admin support at volunteer+rs@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.

It's important to recognise that this might be the first time they have an opportunity to express how they feel about the climate and nature emergency. Allow time for them to unpack their feelings if they need to.

It 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 for your role or another role in your group, signpost them to other options. The Get Involved talk and Get Involved page on the XRUK website or if needed, ask them to email volunteer@extinctionrebellion.uk and the Recruitment Team will pick them up. It's fine to also ask "Is it OK to get in touch again when something in our team that suits better comes up?". If they're interested in local activities, advise them to investigate roles with their Local Group, or if they're really keen and don't have an LG near them, sign-post them to the info on the Rebel Toolkit for setting up a LG. Be gentle and end the call positively - not everyone can do every role.

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 to 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 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. It is important that the volunteer understands the time required for the role, plus any training eg in technical aspects. If they drop out quickly because they find the time commitment is too much this is clearly not the best use of our time or theirs. While sounding upbeat and interested (and not like you are trying to get rid of them!) clearly state the estimate of hours needed and ask if this is something they feel confident they can offer. That said, it can be hard to gauge and we have to go with our gut here often.

14. If they need specific technical skills, DIG DEEPER on those now. If you have reservations about their availability, fit with your team or anything else, follow your instincts.

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.

- Some suggested content:
  - Thanks for signing up
  - Intro to XR link - if brand new to XR.
  - How best to keep in touch
  - What will happen next or what you need back from them (e.g. a phone number and a good time to call if you've not already spoken.)

- After each contact, until the volunteer is part of your team, complete the 'Contact history' section (at the bottom of the volunteer's application). It takes seconds to do and means you will have a note of who contacted them, when and what was said. This is particularly invaluable if anyone else from the team needs to take over and see what has been done.
- If you haven't spoken to them and you hear nothing back from your initial email, after a week send a second email. If still nothing, let it lie.