

# Recruiting new volunteers

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# Advertise your roles on the Volunteer Website



[volunteer.extinctionrebellion.uk](https://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.**

Start by looking at role descriptions on the Volunteer Website for ideas on how to best promote your roles.

## Setting up a team account

To get started, you will need to get a group account. Please check with your team, or with us at [volunteer@extinctionrebellion.uk](mailto:volunteer@extinctionrebellion.uk), if you are not sure whether or not you have an account. Most teams now do have an account already. If you are sure you don't, follow these steps:

1. Go to [volunteer.extinctionrebellion.uk/integrator](https://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!
8. **LOGGING IN!** When you open the Volunteer website, to log in to your Integrator account, scroll to the bottom of the website to the black section and select Integrator Home.

## 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: 5-9 per week)  
 Recruiter (hours: <1 per week)  
 Newbie Support Person (hours: 1-2 per week)  
 Wellbeing Champion (hours: 1-2 per week)  
 Secretary (hours: 1-2 per week)  
 Admin helper (hours: 1-2 per week)  
 Facilitator (hours: 1 per week)  
 Team tech support (hours: 1-2 per week )

For internal coordinator roles in particular we suggest that you advertise "shadowing" or "trainee" roles so that there is always someone in training. It helps to make the role more fun and give continuity - it is often difficult for a new coordinator to pick up the reins from scratch once a coordinator has moved on. We should pass on our knowledge!

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. On the site, volunteers can search for roles that contain particular words. Ask yourself which words people are most likely to search for if they want a role like yours and then include them in your ad - ideally in the role title.
  
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**  
We are hoping that a future update will make creating nice layouts on the Volunteer Website easier. But for now you can use the above advice to help you make your adverts eye-catching. (click on the green heading above).  
You can also find some simple tips by clicking the little circular 'i' information button when filling in your role description. BUT if all this foxes you please don't be put off! Short ads are perfectly fine without any fancy formatting. Please do just check how your role looks on the live site, though, to fix any issues such as hard-to-read blocks of text before you finish editing. Just give us a shout (email address below) if you have problems.
  
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.

# Data Protection

It is 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 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!)

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Site support is available by emailing [volunteer@extinctionrebellion.uk](mailto:volunteer@extinctionrebellion.uk)

**The Volunteer Website has been set up by the UK Pathways team and is maintained by the UK Pathways 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 already added the links to the mandates for Internal Coordinator, External Coordinator, Integrator and Facilitator in the templates below. If you don't have a mandate for the role you need filling, 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:

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**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, Pathways and the Internal Coordinator, please select the links below:

[Recruitment Support mandate](#)

[Pathways mandate](#)

[Internal Coordinator mandate](#) NB click on the plus sign next to Internal Coordinator.

**We look forward to hearing from you.**

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## Internal Coordinator - Template

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

**The [YOUR TEAM NAME] is a [FRIENDLY/ORGANISED/DYNAMIC ETC] 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.

<p>For more information on the mandates for [YOUR TEAM NAME], our parent circle [YOUR PARENT 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 PARENT CIRCLE NAME mandate</a></p>

<p><a href="https://organism.extinctionrebellion.uk/?id=1310&tab=roles" target="\_blank" rel="noopener noreferrer">Internal Coordinator mandate</a> NB click on the plus sign next to Internal Coordinator.

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

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

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**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, Pathways and the External Coordinator, please select the links below:

[Recruitment Support mandate](#)

[Pathways mandate](#)

[External Coordinator mandate](#) NB click on the plus sign next to External Coordinator.

**We look forward to hearing from you.**

# External Coordinator - Template

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

**The [YOUR TEAM NAME] is a [FRIENDLY/ORGANISED/DYNAMIC ETC] 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 [YOUR TEAM NAME], our parent circle [YOUR PARENT CIRCLE NAME] and the Internal Coordinator, please select the links below:

[YOUR TEAM NAME mandate](LINK)

[YOUR PARENT CIRCLE NAME mandate](LINK)

[Internal Coordinator mandate](https://organism.extinctionrebellion.uk/?id=1310&tab=roles) NB click on the plus sign next to External Coordinator.

**We look forward to hearing from you.**

# 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.

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 (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 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.)**

6. **Urgent roles:** if your role is genuinely urgent, please email admin support at [volunteer@extinctionrebellion.uk](mailto: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 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 **rappport** - 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.

# Resources for Local Group Recruitment

[Survey Boards](#) are a great outreach tool for creating a visual presence on the street to engage passersby in conversation and then move them to sign up.

## Contact XRUK Outreach

[Outreach Broadcast](#) on Telegram. No chat and will have useful broadcasts about upcoming training and outreach opportunities for UK-wide actions and new resources e.g. flyers/stickers etc.

[Outreach email](#)

[Outreach Reception](#) on Mattermost

## OUTREACH MATERIAL ORDER FORM

If your Local Group needs flyers and stickers for your actions and outreach - XRUK Outreach can post them to you!

We have 'Unite to Survive', 'Rebel for Truth' and 'Here Comes Everyone' flyers. Plus rolls of stickers!

Available now for your local group! Order in good time ahead of any actions to allow for our volunteer to post them to you. Donate what you can to cover printing costs.

[Order form here](#)

## ☐☐ OUTREACH TRAINING ☐☐

XRUK Outreach has developed two new workshops to upgrade our Outreach to the next level. Sign up for the following sessions to learn more! Both are NEW and are recommended for all outreach crew. Session dates will be broadcast on the [Movement Broadcast](#)

## **Doing Evidence-Based Outreach**

This interactive workshop gives an overview of research into how activists can speak with a cross-section of the British public about climate change and biodiversity loss.

- What messages resonate best with different UK demographics?
- How can we practically incorporate these insights into our outreach conversations?

## **HOPE [Hope and Optimism for Successful Outreach]**

Inspiring people into action is a key part of successful Outreach. This training will cover the following topics to give you the tools to inspire a new wave of activists.

- Doom and despair used by those in power to disempower us
- The history of successful campaigns as a tool for inspiration and skills to communicate this in outreach conversations.

[Complete this form to register for these workshops](#)