

CRM & Mailing List Support Volunteer

Parent Carer / Adult Volunteer Bridge Role Learn Without Limits CIC - Wales

Role type	Volunteer role
Location	Remote
Pathway	Parent carer / adult volunteer progression pathway
Time commitment	Around 8 hours per month

About Learn Without Limits CIC

Learn Without Limits CIC is a Wales-based, parent-led organisation working to improve how families navigate Additional Learning Needs, EOTAS, home education, safeguarding and transition systems.

Our work combines practical parent guidance, safeguarding-aware information, public policy interpretation, events and workshops, digital resources, and our emerging Prevent -> Bridge -> Progress model.

Bridge is our pathway for young people, parent carers and adult volunteers who want to rebuild confidence, contribute to real projects and move towards learning, volunteering, training, work or community contribution after education disruption.

We are now looking for a careful, organised volunteer with spreadsheet and structured admin confidence to help us maintain clean mailing lists, contact records and stakeholder trackers as our public engagement work grows.

Why this role matters

As Learn Without Limits CIC grows, our contact lists, briefing invites, event follow-ups and stakeholder records need to be accurate, organised and responsibly maintained.

This role helps make sure the right people are contacted at the right time, records are kept clearly, and important follow-up actions are not lost.

This is a behind-the-scenes digital operations and admin role. It is best suited to someone who enjoys order, accuracy, structured records and practical systems.

Good list management helps us:

- keep briefing invites and follow-ups organised
- reduce duplication and confusion
- protect contact data
- support better communication with parent carers, professionals, funders and stakeholders
- prepare clean mailing lists for events, briefings and updates
- maintain reliable version records
- build stronger operational systems as the programme develops

What the role involves

The CRM & Mailing List Support Volunteer may help with:

- maintaining Excel or Google Sheets contact trackers
- checking for duplicate, missing or outdated entries
- recording invite dates, responses and follow-up actions
- updating contact status fields accurately
- helping segment contacts by audience, for example parent carers, professionals, funders, education partners, third sector contacts or civic stakeholders
- preparing clean mailing-list exports for Mailchimp or similar tools
- helping maintain unsubscribe, do-not-contact or "do not approach yet" records
- keeping version notes so lists remain reliable over time
- flagging gaps, unclear entries or contacts needing review
- supporting basic data hygiene before campaigns, briefings or event invites
- helping keep stakeholder records calm, structured and usable
- supporting simple documentation and version-control processes where appropriate

Some volunteers may also help develop simple templates, naming conventions, tracker layouts or folder structures so future lists are easier to maintain.

Remote working

This is a remote volunteer role.

Tasks can be completed from home using agreed online tools such as Excel, Google Sheets, email, shared folders and, where appropriate, Mailchimp or similar mailing-list software.

The volunteer will need reliable access to a laptop or desktop computer and an internet connection, as the role involves working with spreadsheets, contact records and structured data.

This role is unlikely to be suitable as a phone-only role.

Skills required

This role requires:

- confidence using Excel, Google Sheets or similar spreadsheet tools
- careful handling of names, contact details, dates and status fields
- ability to follow an agreed tracker structure without creating duplicate systems
- attention to detail and willingness to check work carefully
- respect for confidentiality and data protection
- comfort working remotely and independently
- ability to complete agreed admin tasks without needing constant supervision
- willingness to learn agreed tools and processes, including Mailchimp, CRM-style tools, GitHub or version-control workflows where needed

You do not need to know every tool before starting. However, this role is best suited to someone who already has some confidence with spreadsheets, structured admin, data handling or contact records.

Useful additional experience

Useful but not essential experience includes:

- database or CRM experience
- Mailchimp or newsletter-list management
- GitHub or basic version-control knowledge
- project administration
- events administration
- stakeholder or fundraising database work
- school, college, NHS, local authority or third-sector administration
- HR, recruitment or customer-service admin
- digital operations or systems support

What this role is not

This is not a campaigning, advocacy, safeguarding or decision-making role.

The volunteer would not be expected to decide who Learn Without Limits CIC contacts, draft sensitive stakeholder messages, handle crisis communication, respond to safeguarding concerns, or send politically sensitive emails.

This role is about careful data organisation, list preparation, simple documentation and administrative support.

Final decisions about stakeholder contact, public messaging, sensitive follow-up and external positioning remain with the Learn Without Limits CIC team.

This is also not an entry-level community engagement role. Volunteers who are enthusiastic about supporting the CIC but prefer conversation, awareness raising, group support, events or public engagement may be better suited to one of our Community Champion, Engagement or Community Admin roles.

Who this role may suit

This role may suit someone who:

- enjoys organised admin
- is comfortable using spreadsheets
- notices details and spots inconsistencies

- is careful with names, email addresses and dates
- understands the importance of confidentiality
- prefers useful behind-the-scenes work to public-facing activity
- wants to rebuild confidence through structured volunteering
- would like recent experience for a CV, course application or return-to-work pathway
- is interested in digital administration, CRM, database work or project support

It may particularly suit someone with previous experience in office administration, customer service administration, reception or front-of-house admin, school or college admin, NHS, local authority or third-sector admin, events administration, HR or recruitment support, database or CRM support, newsletter or Mailchimp administration, project support, programme administration, digital operations or systems support.

Lived experience of ALN, disability, neurodivergence, caring, EOTAS, home education or related systems would be welcomed, but is not essential.

The most important qualities are accuracy, reliability, confidentiality and willingness to work within agreed systems.

Future progression this role may support

This role could help someone build confidence and recent experience towards future paid or voluntary roles such as:

- Administrator
- Project Administrator
- Programme Support Officer
- CRM Assistant
- Data Administrator
- Database Assistant
- Mailing List Coordinator
- Communications Assistant
- Digital Operations Assistant
- Events Administrator
- Volunteer Coordinator Assistant
- Fundraising Admin Assistant
- Fundraising Database Assistant
- Third Sector Administration Officer
- Community Engagement Support Officer
- Junior Systems Administrator
- GitHub or Documentation Support Assistant

It may also suit someone who has strong previous admin, database, customer service or digital operations experience but has been out of paid work due to caring responsibilities and wants a gradual, meaningful route back into structured work.

Skills this role can help evidence

This role may help evidence:

- spreadsheet confidence
- contact database maintenance
- CRM-style record keeping
- GDPR-aware handling of personal data
- version control
- stakeholder tracking
- mailing-list preparation
- Mailchimp or newsletter-list experience
- attention to detail
- administrative reliability
- written record keeping
- project support
- remote collaboration
- digital operations experience
- public-interest third-sector experience

Safeguarding and data protection requirement

The volunteer must be willing to complete basic induction around confidentiality, data protection and Learn Without Limits CIC's safeguarding-aware approach.

Depending on the level of access involved, we may also ask the volunteer to undertake an online Level 2 safeguarding course if they do not already hold suitable recent safeguarding training.

This helps ensure that even behind-the-scenes roles remain aligned with our wider safeguarding, privacy and governance standards.

Time commitment

Around 8 hours per month, usually split into two or four shorter remote admin sessions.

During active briefing, event or campaign periods, there may occasionally be additional list preparation or clean-up work, but this would be agreed in advance.

There is no expectation of constant availability, same-day turnaround or daily monitoring.

This role is intended to offer meaningful, structured volunteering rather than ad-hoc microtasks. It may suit someone who wants recent experience for a CV, return-to-work pathway, course application or future administrative role.

What we offer

This is an opportunity to contribute to a growing Wales-based public-interest programme while developing practical, transferable admin, data and digital operations skills.

The role offers:

- meaningful behind-the-scenes contribution
- structured tasks with clear boundaries
- experience that can support a CV or return-to-work pathway
- opportunity to build confidence gradually
- practical exposure to stakeholder engagement systems
- experience with spreadsheets, mailing lists and third-sector operations
- opportunity to learn basic CRM, Mailchimp, GitHub or version-control workflows
- a calm, flexible remote role that can fit around caring responsibilities

Interested?

To express interest, please contact: steph.shobiye@learnwithoutlimitscic.org

More about our work:

- <https://learnwithoutlimitscic.org/>
- <https://blog.learnwithoutlimitscic.org/>
- <https://learnwithoutlimitscic.org/bridge.en.html>