



VOLUNTEER NOW'S GUIDE TO

Be Collective

VOLUNTEER MANAGEMENT
PLATFORM


What is Be Collective?

Volunteer Now uses the innovative Be Collective platform which is a fantastic FREE* volunteer management system enabling groups to find volunteers, create opportunities, manage people and engage new audiences.

**There is a paid for option available if you would like additional features - see Appendix 1 for details*

The platform allows you to promote your volunteering opportunities, communicate with your volunteers, and much more! It also enables volunteers to keep a verified Social Record of their volunteering activities.

We have put together this guide to help you navigate the platform, but if you need any assistance or advice along the way, or just want a quick run through of the platform, please contact Volunteer Now - all our [contact details are on our website](#).

There is also a comprehensive [help section](#) on the Be Collective site and we have included some links to useful articles within this publication (**click the  icon**).

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Go to www.volunteernow.co.uk/volunteer-management/ to begin registering your group account.

In the 'account settings' to the right hand side, click on 'register now'. Complete all details in the registration form and submit. You will be sent a verification email to activate your new account and this will take you in to the Be Collective side of the platform where you can then add your group details.



You can also set up multi-factor authentication within your Settings to help keep your account secure.

Set up your group account

You can request a Partnership with any group on Be Collective – could they help promote your opportunity or maybe you have a similar interest, client group or set of values?

To see who your group already has partnerships with, go to your group summary page and click on 'Partnerships' in the top tool bar.

If you registered your group through Volunteer Now's website, the platform will have automatically requested partnership with Volunteer Now – this will allow you to easily share your volunteering opportunities to the [search facility](#) on www.volunteernow.co.uk



If you haven't already partnered with Volunteer Now, go to [our group page](#) on Be Collective, click on the 3 dots to the right hand side and select 'request partnership'.

Getting Started

Click on 'manage my groups' in the left hand dashboard column, and select '+Add New'

Add information about what your group does, your main office location and the causes your group supports.

We recommend that you upload your insurance details as it shows you look after your volunteers and value the work that you do.

If you wish, you can choose to automatically approve applications to become a member of your group so that you don't need to do this manually.

Upload your logo (jpg format) and also select your page header - adding these details help your group to be more visible on the Be Collective platform.



Partnerships

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How to log in to your group account

Log in to your Be Collective account via Volunteer Now's website:

www.volunteernow.co.uk/volunteer-management/ or at uk.becollective.com/login

Once signed in to Be Collective, from the black panel to the left hand side, select 'Manage My groups' and then 'manage' under your group name.

This will bring you to your group summary page where you can see at a glance all the links to your volunteers, opportunities, etc.

From your group summary page, select the 'Opportunities' tab and 'Add New'

Enter the information in the fields required. The first few lines of the **role overview** will be shown when the volunteer is searching for opportunities and then they will see full details when they click for more information. If your group pays travel / subsistence expenses, provides training, or has any other perks or restrictions, please state here. Make sure you explain what the actual volunteer role is!

Note: If you miss adding information in the required fields, the platform won't let you publish your opportunity until they are completed.



Adding your volunteering opportunities

Sharing your volunteering opportunities

Can everyone on Be Collective apply for this opportunity?

Normally set this to 'yes'. The only time you would click 'no' would be if you want to share your opportunity ONLY with your own group members.

Please make sure you tick the box to share your opportunity with Volunteer Now so that it shows up in the opportunity search on Volunteer Now's website as well as on the Be Collective platform. *(all volunteer registrations will come to you via Be Collective)*

If you haven't already partnered with Volunteer Now, go to our [group page on Be Collective](#), click on the 3 dots to the right hand side and select 'request partnership'.

You can also request partnerships with other groups if you want to share your opportunities with them.



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Sharing an existing opportunity to Volunteer Now's website

Maybe you have an existing opportunity that you haven't shared with Volunteer Now - your opportunity won't show up on the [Opportunity Search facility](#) on www.volunteernow.co.uk until you do. We also won't be able to promote your opportunity for you either, through our social media or team members.

From your own group summary page, click the 'opportunities' tab and select 'Active' Under the opportunity title, click 'share' and select 'endorsement request' Tick 'Volunteer Now' and any of your other partners you wish you share your opportunity with. Click 'send'

Volunteer Now then receive a notification and, once we have endorsed your opportunity, it will automatically appear on the [Opportunity Search](#) on www.volunteernow.co.uk

Be Collective has an inbuilt messaging system which makes it easy for you to keep in touch with your Members. When you send a message via this platform, your Members receive an email to let them know you've sent them a message.

If you have some news that you want to share with **all** your Members, go to your summary page, and on the 'Things you can do panel' select 'message group'.

Please note, any responses received in the group message can be seen by the entire group, so don't hold conversations with individuals in this section - message them separately if needed.



Messaging

Scheduling & Rostering

Maybe you have an opportunity with a specific shift pattern and you need to know at a glance which shifts you still need volunteers for?

There's a whole section on Be Collective with lots of information on how the Scheduling & Rostering feature works. Check it out!



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Adding / removing Administrators

Administrators are able to add opportunities to your group page, view and process volunteer registrations, add news stories, etc.

The person you want to grant admin permissions to, must already have set up their own personal account on Be Collective (see the Getting Started section) AND be a member of your group.



Note: The number of administrators you can add is limited by your group's subscription plan:

- *Standard: 2 administrators (including your group owner)*
- *Plus: 4 administrators (including your group owner)*
- *Pro: unlimited administrators*

<https://becollective.my.site.com/help/s/article/be-collectives-product-plans-pricing>

If someone has left your group or their role has changed, you can withdraw their Admin permissions.

Note, the person who initially created your group account will show in this list as the 'owner' - if you need to remove them please contact Be Collective using the 'contact customer support' link at the bottom of your screen.



When a potential volunteer registers for an opportunity, Administrators will receive an email notification. New volunteer applications will show on your group summary page in the Actions panel or click on 'Volunteer Management' from the top tool bar on your summary page.

You can see all your new registrations in the 'applications' tab and view their application form.

Please ensure you process your applications so that volunteers can then start to accrue their hours on their Social CV.

Note: when you accept/reject a volunteer, they will receive an automated notification that their application has been accepted or rejected.



Processing volunteer registrations

If you've created a great volunteer opportunity that you'd like to use again (maybe it's the same opportunity taking place in multiple locations), or you have a number of opportunities that are very similar, Be Collective's duplication function can save you lots of administration time.

Simply duplicate the opportunity and update the location, time, etc



Adding a 'duplicate' opportunity

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Volunteer Timesheets

Volunteers have their own social profile on the Be Collective platform and part of this is a tally of the hours they have contributed, so please make sure you accept volunteers so their hours are counted.

Note: If you do not have time to review your group's timesheets they are automatically submitted after 7 days.



Reporting is available only to Be Collective Plus/Pro subscribers. If your group is subscribed to Be Collective Standard, you can see a 90-day snapshot of your Social Impact report.



Reporting Options

Events

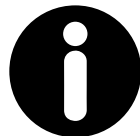
Events are a great way of grouping multiple opportunities that take place under the same umbrella, like a fun run, fête or festival.

Events are available only to Be Collective Plus/Pro subscribers.



Reward your volunteers with social credits and certificates in recognition of their volunteering.

Social credits & rewards are available only to Be Collective Plus/Pro subscribers.



Reward & Recognition



Volunteer Now launched the Volunteer Now Impact Awards on 2 June 2021. Created and designed in partnership with our youth forum, this Awards programme works in partnership with our online platform, ensuring that all young volunteers have the ability to be recognised for their volunteering commitment.

Once a month we will run a report against the hours to be recognised and young people who have reached those hours will automatically receive their Award. This Award will be present in their personal profile and their social CV on Be Collective for download, saving and printing.

It is available for young people up to the age of 25

Make sure your young people join the Volunteer Now Impact Awards group on Be Collective and tick the box to share their hours!



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I've forgotten my password

Go to the [login page](#) and click 'I forgot my password'. The system will email you details on how to reset your password.

I would like some 1-1 support on how to use the Be Collective platform for my group

[Contact Volunteer Now](#) and we can arrange this for you.

I want to sign my younger volunteers up for the Youth Impact Awards

Have a look at the [Youth Volunteering section](#) of our website for further information:

I want to find out more about Be Collective's product plans and pricing

Visit [Be Collective's Help Centre](#) for more information

For a full range of help topics, visit the Be Collective help centre ...

- [Opportunity management](#)
- [Group management](#)
- [Member management](#)

Appendix 1: Pricing Plan features

| | Standard | Plus | Pro |
|---|---|---|--|
| | Free access for smaller-sized groups, which only require access to our standard suite of tools. | A range of additional features to better manage volunteer programs at an entry price. | More functionality, customisation, innovative engagement and evidence-based reporting. |
| Group Management | | | |
| Public group profile | ✓ | ✓ | ✓ |
| Document management | ✗ | 5 files maximum | Unlimited |
| Group verification | ✗ | ✓ | ✓ |
| Group hierarchy | ✗ | ✗ | ✓ |
| Administrators | 2 | 4 | Unlimited |
| Membership | | | |
| Member invitation | Individual only | Individual or bulk (via CSV upload) | Individual or bulk (via CSV upload) |
| Member types | ✗ | 3 | Unlimited |
| Social CVs for members | ✓ | ✓ | ✓ |
| Group application forms | Standard | Customisable | Customisable |
| Update member details | ✗ | ✓ | ✓ |
| Advanced filters | ✗ | ✓ | ✓ |
| Custom fields | ✗ | ✗ | ✓ |
| Opportunities | | | |
| Post opportunities | ✓ | ✓ | ✓ |
| Pause opportunities | ✗ | ✓ | ✓ |
| Volunteer brief | ✗ | ✓ | ✓ |
| Scheduling and rostering | ✓ | ✓ | ✓ |
| Timesheet approval | ✓ | ✓ | ✓ |
| Add extra hours | ✗ | ✓ | ✓ |
| Opportunity application forms | Standard | Customisable | Customisable |
| Auto-approve applications | ✗ | ✓ | ✓ |
| Private opportunities | ✗ | ✓ | ✓ |
| Application status tracking | ✗ | ✗ | ✓ |
| Partnerships | | | |
| Partnerships | ✓ | ✓ | ✓ |
| Opportunity endorsement | ✓ | ✓ | ✓ |
| Social share | ✓ | ✓ | ✓ |
| Donations | | | |
| Donations (AU/NZ only) | ✗ | ✓ | ✓ |
| Fundraising (AU/NZ only) | ✓ | ✓ | ✓ |
| Communication | | | |
| In app messaging | ✓ | ✓ | ✓ |
| Articles | ✗ | ✓ | ✓ |
| Rewards & Recognition | | | |
| Certificates | ✗ | ✗ | ✓ |
| Social credits and rewards | ✗ | ✗ | ✓ |
| Events | | | |
| Create and manage events | ✗ | ✓ | ✓ |
| Data & analytics | | | |
| Basic reporting | Limited access - snapshot only | ✓ | ✓ |
| Detailed reporting | ✗ | ✓ | ✓ |
| CSV exports | ✗ | Limited - members export only | ✓ |
| Access to volunteer hours for members across platform | ✗ | ✓ | ✓ |

*CHARITIES RECEIVE A 20% DISCOUNT

WITH WEBSITE INTEGRATION

Appendix 2: Skills choices for opportunities

These fields are also shown on the volunteer's social profile. Fields selected should only be relevant to the specific opportunity. These are also used as one of the filters when volunteers are searching for opportunities.

| | |
|--------------------------------------|--|
| Administrative & Clerical | - Executive Administration - General Admin - Office Management - Office Reception |
| Animals | - Animal Welfare - Dog Walking - Farming - General Pet Care and Love - Veterinary |
| Arts | - Crafts - Crochet - Dance - Drawing - Exhibition Arts - Knitting - Music Arts - Painting - Patch Working - Performing Arts Instructor - Photography - Screen Printing - Sewing - Textile Repairing - Theatre Arts - Visual Arts |
| Children & Family | - Babysitting - Child Welfare - Childcare - Crisis Intervention - Elder Care - Family Therapy - Youth Services |
| Disaster Relief | - Disaster Clean-up - Disaster Relief Call Centre - Disaster Relief Care & Shelters - Safety & Disaster Education - Search & Rescue |
| Education & Sports | - English as a Secondary Language (ESL) - Financial Literacy - General Education - General Play and Recreation - Learning Difficulty Aide - Library Sciences - Literacy/Reading - Math/Science Instruction - Mentoring - Sports Coaching - Teaching/Instruction - Tutoring - Youth Activities Management |
| Engineering | - Chemical Engineering - Civil Engineering - Mechanical Engineering - System Engineering |
| Environment | - Biodiversity Audit - Carbon Footprint - Environmental Audits - Environmental Education - Environmental Management System Implementation - Environmental Policy - General Environmental Awareness Training - Habitat Clean-up/Restoration - Materiality Assessment - Pollution Prevention - Product or Service Lifecycle Analysis - Waste Auditing - Water Footprint |
| Finance | - Accounting - Bookkeeping - Budgeting - Cost Analysis - Financial Auditing - Financial Planning - Reporting & Dashboards - Tax Prep |
| Food Service & Events | - Cooking/Catering - Event Design & Planning - Event Management - Event Support - Food & Beverage Services |
| Healthcare | - Children Medical Services - Dental - EMT - First Aid/CPR - Massage Therapy - Mental Health - Nursing - Physician - Physician Assistant |

Appendix 2: Skills choices for opportunities cont'd

| | |
|---|---|
| HR | <ul style="list-style-type: none">- Compensation- Human Resources Diversity- Human Resources Info systems- Human Resources Legal Compliance- Human Resources Recruitment- Human Resources Strategy- Human Resources Training & Development- Organisation Design- Performance Management |
| Interactive & Website | <ul style="list-style-type: none">- E-commerce- Information Architecture- Online Flash/Video Production- Web Design- Website Programming- Website Project Management |
| IT Infrastructure & Software | <ul style="list-style-type: none">- ERP/CRM- General IT Wiz- IT Help Desk- IT Management- IT Strategy- Network Administration- Software Engineering |
| Legal | <ul style="list-style-type: none">- Advocacy- Contract Negotiations- Employment Law- Family Law- Intellectual Property- Legal (General)- Litigation- Mergers & Acquisitions- Paralegal- Tax Law |
| Logistics, Supply Chain & Transportation | <ul style="list-style-type: none">- Bus/Van Driving- Driving- Inventory Management- Supply Chain- Supply Chain Logistics- Transportation Management- Truck Driving- Warehouse Equipment Operations- Warehousing |
| Marketing | <ul style="list-style-type: none">- Brand Development & Messaging- Copywriting/Copyediting- Graphic Design/Print- Graphic Design/Visual Identity- Interactive/Social Media/SEO- Marketing & Communications- Marketing Strategy & Planning- Public Relations- Sales/Marketing- Technical Writing |
| Miscellaneous | <ul style="list-style-type: none">- Adaptability- Advice & Guidance- Children's Support- Communication Skills- Community Development- Corporate Governance- Decision Making- Editing- Guiding- Interpersonal Skills- Leadership- Money Handling- Problem Solving- Public Speaking- Resilience- Self Awareness- Teamwork- Time Management |
| Real Estate, Facilities & Construction | <ul style="list-style-type: none">- Building Architecture- Construction- Facilities Management- Gardening / Grounds maintenance- General maintenance / DIY- Interior Design- Landscaping- Real Estate & Leasing- Renovation |
| Retail & Customer Service | <ul style="list-style-type: none">- Customer Service- Merchandising- Retail- Stock / Inventory Management- Store Management |
| Sales & Fundraising | <ul style="list-style-type: none">- Business Development & Sales Management- Customer Acquisition- Fundraising- Sales Coaching & Training- Sales Process |
| Strategy Development & Business Planning | <ul style="list-style-type: none">- Business Analysis- Business Planning- Capacity Planning- Market Research- Product Development- Strategic Planning- SWAT/GAP Analysis |