**Volunteer Management System (VMS) FAQ Sheet
*Provided by*** ***Gloucestershire Wildlife Trust***

**Overview**

Gloucestershire Wildlife Trust has compiled this FAQ to address common questions about the new Volunteer Management System (VMS). We hope this guide will help you navigate the transition to this system and make the most of the features available.

**What is the New Volunteer Management System?**

The new VMS, powered by the TeamKinetic platform, is a system that will transform volunteering at Gloucestershire Wildlife Trust. Adopted by Wildlife Trusts across the UK, this system aims to bring significant benefits to both volunteers and staff.

**Why Are We Implementing a New Volunteer Management System?**

The Wildlife Trusts identified a need for a better way to manage our volunteer activities. After a rigorous search, we selected a platform that meets the needs of both volunteers and staff. The previous system was limited, with access restricted to only a few users.

With TeamKinetic, more people (such as your volunteer leader and volunteer coordinator) will have easy access to relevant information. The platform’s reporting functionality will also allow us to better understand trends in volunteering, which helps us improve the volunteer experience.

As part of the second cohort to adopt this system, we’re fortunate to have benefited from the experiences of the first group, who helped resolve early issues. Some Wildlife Trusts, such as Wiltshire, were already using TeamKinetic, and their positive feedback further confirmed our choice.

**Benefits of the New System**

The new VMS offers multiple benefits, including:

* **Access to more volunteering opportunities** – You’ll be able to browse open roles for one-off or regular involvement.
* **Self-service capabilities** – Update your personal details, track your volunteer hours, and close your account if needed.
* **Centralised volunteer information** – Staff can easily access key information, such as emergency contact details.
* **Resource bank** – Access essential documents in one place.
* **Improved admin efficiency** – Other Trusts report a reduction in staff admin time since adopting this system.
* **Streamlined sign-up process** – Reduces manual tasks, making onboarding faster.
* **Enhanced planning for staff** – Allows for better collaboration and coordination on volunteer activities.

**New Features You’ll Gain Access To**

As a volunteer, you’ll now have access to features such as:

* **Updated volunteering opportunities** – Easily find current roles you might like to join.
* **Personal data management** – View and update your own information.
* **Record of your volunteering** – Keep track of hours and activities.
* **Chat room** – Communicate with fellow volunteers on your opportunities about upcoming events, including features like lift-sharing (opt-in/out).
* **Expense submission** – Submit expenses digitally, without needing to email bank details.
* **Digital ID badges** – Ideal for those volunteering in schools or working alone on certain tasks.

**How Have Volunteers Been Involved in Developing This System?**

The system has been designed with feedback from volunteers across various Wildlife Trusts. Gloucestershire Wildlife Trust’s own volunteers provided valuable insights during the selection process, and the features reflect improvements requested in past volunteer satisfaction surveys.

**Key Improvements** include:

* **Enhanced communication** – No more waiting for monthly updates; new opportunities are available as they open. Staff and volunteers can leave feedback, and a chat function lets volunteers communicate with one another and staff.
* **Recognition and rewards** – Log hours and advance through “volunteer ranks” to recognise your contributions. We’ll be seeking input on rewards for different ranks (within reason, of course!).
* **Event and benefit updates** – In future, you’ll find information on events, thank-you activities, and other benefits on the platform.

We welcome feedback once the system is live to continually refine the experience. It’s also important to note here that I have been taking on the needs and requests of staff too, to ensure the system also works in their favour, and our new system should balance all our needs well!

**Next Steps for Volunteers**

When we go live, you’ll receive an email inviting you to log in or register. Follow the email’s instructions, which will include a short introductory video. This initial login helps verify your details, review the site’s terms and conditions, and enables staff to fully implement the system.

Volunteers doing independent tasks (e.g., livestock checking, monitoring, gardening) will need to log their hours directly on the system instead of submitting timesheets. Your volunteer leader will confirm if this applies to you.

**Need Help?**

For additional support or questions, email **volunteering@gloucestershirewildlifetrust.co.uk** with the subject line “Help with the new system.” Please bear with us as response times may vary during the initial launch phase.