



KEEN London Volunteer Role Description

We run free, engaging and accessible activities for children with additional needs and disabilities. Our inclusive services offer one-to-one support that helps children to thrive, develop and, most importantly, to have fun.

Role Title:	Website accessibility project volunteer
Service/Team:	Communications
Reporting to:	Fundraising & Communications Manager
Time Commitment:	Minimum six hours to help progress some of the small changes we would like to make to the look and feel of the website
Location:	Remote
Skills:	• Good understanding of wordpress • Good eye for design and creativity • Awareness of GDPR and data protection issues • Self-motivated and able to work remotely and independently as well as with the fundraising and Comms Manager

Why we need your help

Our services are aimed at families of children with additional needs and disabilities. Many of our parents have disclosed their own additional needs and we know that approximately 20% of the population is neurodiverse, 20% have difficulty reading and writing, 10% have a learning difficulty and approximately 4% of the population has a visual impairment. We want to make sure that our services are accessible to everyone and that families, supporters and volunteers are able to access the information they need on our website.

Purpose of the role

Following a one day impactathon volunteering day with Kings business students in December we have some suggested changes for our website that we would like help implementing. We have broken these down into smaller tasks which can be shared if volunteers only have limited time to support or can be taken on by one volunteer alone.

Tasks and activities

- Redesigning our front page call to action banner moving from image only to image and text which works with a screen reader and is easily editable.
- Enhancing the visual design of the website, following Impactathon recommendations to improve layout, formatting and the clarity of information provided.
- Work with Comms team to add alt text descriptions to images and links to aid accessibility throughout the website using wordpress.

Why Volunteer with KEEN London?

KEEN London would not be what it is without the volunteers who support our work, and we want to ensure that all our volunteers gain just as much from their volunteering journey as they put into the charity. To that end:

- We will provide job/character references to volunteers after a reasonable period of volunteering with us.
- We will give you opportunities to access other roles within the charity to help you broaden your skills.
- We have a budget set aside to cover volunteer expenses (see Volunteer Agreement below)
- We will provide you with ongoing feedback and support to enable you to reach your full potential at KEEN, you will receive an induction and handbook prior to starting your role and you will receive access to a virtual training portal with additional resources.

Volunteer Agreement

All KEEN London volunteers are asked to observe the Volunteer Agreement. This agreement is binding in honour only, is not intended to be a legally binding contract between us and may be cancelled at any time at the discretion of either party. Neither of us intends any employment relationship to be created either now or at any time in the future.

We are committed to equality and removing barriers to participation, welcoming volunteers from all backgrounds and ensuring you have a positive experience:

- We will provide a structured onboarding process, a clear role description for every opportunity, and a named staff member as your main point of contact.
- You will have access to the KEEN London Volunteer Handbook and our online Volunteer Portal to access key policies and additional training resources.
- We will ensure all issues are dealt with swiftly and fairly through the Problem Solving process outlined in our Volunteer Support and Supervision Policy.
- If significant concerns arise, we will use a 'welcome period' to help both you and KEEN decide if the role remains the right fit.
- We will give you a variety of opportunities to share your views and feedback, including via surveys and an anonymous feedback tool.
- We will reimburse actual travel expenses up to £10 per event where necessary. We will also provide letters upon request for Charity Worker Discounts and professional references after a reasonable length of volunteering.
- You will be invited to special events (fundraising, socials, spring/summer parties, KEEN To Talk forums) and have the opportunity to participate in the Volunteer Rewards and Recognition programme.

To help us deliver our services effectively, we ask all volunteers to uphold the following expectations:

- Maintain the good name of the charity and behave professionally, especially when wearing KEEN London branded clothing.
- For session-based roles, independently sign up for sessions in advance, arrive on time, and notify us as soon as possible if you can no longer attend.
- For session-based roles, aim to attend at least two sessions a month for at least six months (with flexibility).
- Treat everyone fairly, equally, and with dignity, regardless of race, ethnicity, gender/gender identity, age, disability, religion, or sexual orientation.
- Follow our Safeguarding Policy, adhere to all staff health and safety instructions, and maintain confidentiality outside of KEEN London activities and sessions.
- Bring energy, enthusiasm, and a willingness to learn to your role