

Volunteering Handbook

**A guide for new volunteers
and new Project Leaders**

Index

For Volunteers

This guide will help you navigate the world of volunteering here at UNDEB Bangor and hopefully answer any questions you may have about volunteering.

Included in this guide:

- What is a volunteer?
- What is a volunteering project?
- Who can volunteer?
- Why should I volunteer?
- When can I volunteer?
- Who is responsible for volunteering at UNDEB?
- How do I volunteer?

What is a volunteer?

A volunteer is someone who uses their spare time to contribute to projects that benefit the community and themselves. There's so much you can do with UNDEB Bangor: our projects work with children, the local community, nature and more!

What is a volunteering project?

All our volunteering projects are led by students like you, we call them Project Leaders. They organise and deliver the activities of the project and can help you on your volunteering journey. We will show you how to find our range of volunteering projects in this guide.

Who can volunteer?

All students can volunteer! All you need is some spare time and the willingness to contribute to our projects.

Why should I volunteer?

You will have a direct impact on the local community and environment. You will develop skills your course can't teach. You will gain experience your course can't give. You will network with people your course can't offer. Your volunteering contributions are recorded on your HEAR (Higher Education Achievement Record). Perhaps best of all, you will develop lifelong friendships, connect communities and build legacies.

When can I volunteer?

You can volunteer as and when you wish! There is no minimum requirement and no maximum number of hours per week or month.

You can commit as much or as little time as you like; it could be an hour a month or 10 hours a week – it's up to you!

You can join a volunteering project any time of year. We positively encourage students to join our volunteering

Who is responsible for volunteering at UNDEB?

- **Volunteering and Communities Coordinator:** a permanent member of staff overseeing all projects and communities.
- **Volunteering Assistant:** a student member of staff, assistant to the Coordinator.
- **Student Communities Officer:** an elected student member of staff with responsibility for volunteering and communities.

So, how do I volunteer?

Your first step is to create a volunteering profile. Click **this link** to open the profile page and come back to the guide to follow the next steps.

FAQs for volunteers

- **Do I need experience to volunteer?** No! Not at all. Volunteering is the perfect way to gain experience to put on your CV.
- **Can I join more than one volunteering project?** Yes, of course! Time management is key; ensure you leave time for your studies but also to relax.
- **What happens if I need a DBS check?** If you need a DBS check, we will be in touch.
- **Can I be a volunteer driver?** Yes you can! Complete **this form** to Drive then contact volunteering@undebbangor.com to chat with us about this.
- **How can I become a project leader?** If you've enjoyed volunteering and want to take on a bigger role in the project, let a current project leader know and they will consider it during the handover period. Also, look out for annual Project Leader nominations in March where you can apply to lead other projects.
- **How do I create my own project?** We welcome new applications through the form found [here](#) (INSERT LINK)

For Project Leaders

This guide will help you navigate the world of leading a volunteering project here at UNDEB Bangor and hopefully answer any questions you may have about being a project leader.

Included in this guide:

- What is a project leader?
- What does a project leader do?
- How do I gain volunteers?
- Who do I need to know?
- How to access your account
- How to approve volunteers
- How to access emails
- How to approve timesheets
- How to email volunteers
- How to edit the website

What is a Project Leader?

Project Leaders are the heartbeat of our volunteering programme. Thanks to project leaders and their projects, we've collectively delivered thousands of hours of conservation work, served thousands of free hot meals to local people in need, pulled hundreds of kilograms of rubbish from Bangor's streets and beaches, and brought joy to hundreds of children and elderly. None of that happens without student leaders like you.

What does a Project Leader do?

The role varies by project, but all leaders: recruit and manage a team of volunteers, communicate regularly with your volunteers, coordinate and deliver activities, keep important documents up to date, recruit new project leaders, handover the project and attend development meetings to keep things running smoothly.

How do I gain volunteers?

Part 1

Serendipity is your best chance to recruit volunteers. You will have a stand amongst all the other volunteering projects at Bangor and have the chance to speak to students as they make their way round the event. Sell your project to them: why should they join your project? what can they gain from volunteering with you? (think about employability, fun experiences and to make friends).

How do I gain volunteers?

Part 2

Social media presence is also a great way to expose your project to wider audiences. Post regular pictures of your events and activities to show what your project does. Use this form: <https://forms.office.com/e/7V9uXFezKS> to be highlighted on the main UNDEB Instagram.

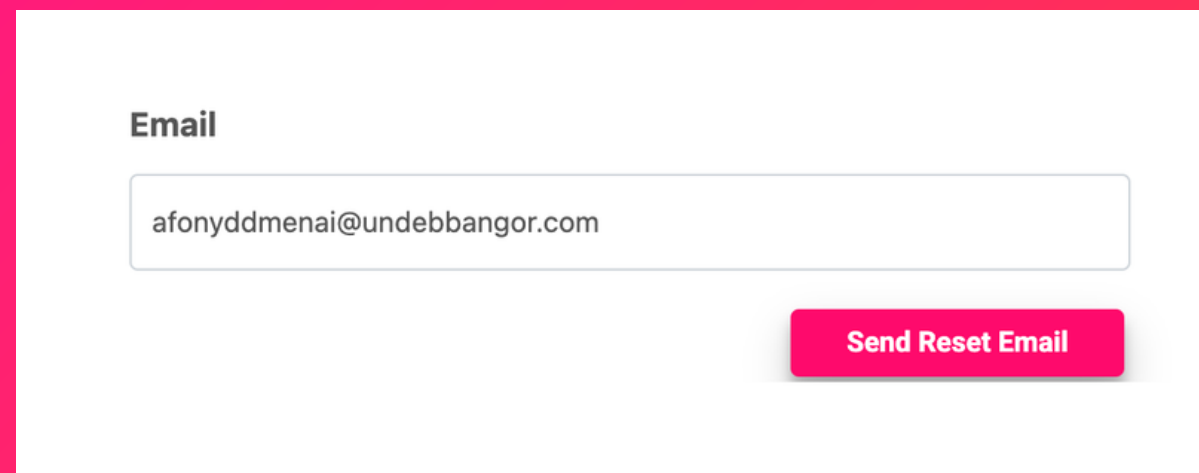
Who do I need to know?

- **Volunteering & Communities Coordinator:** a permanent member of staff overseeing all projects and communities your first point of contact for all matters. Find their details [here](#):
- **Student Communities Officer:** an elected student member of staff with responsibility for volunteering and communities. Find their details [here](#):
- **Volunteering Assistant:** a student member of staff, assistant to the Coordinator.

How to access your account

Go to www.undebbangor.com, and sign in at the top right hand corner of the screen, using your project email address and password. The password should have been given to you during the Handover.

If not, you should reset the password.



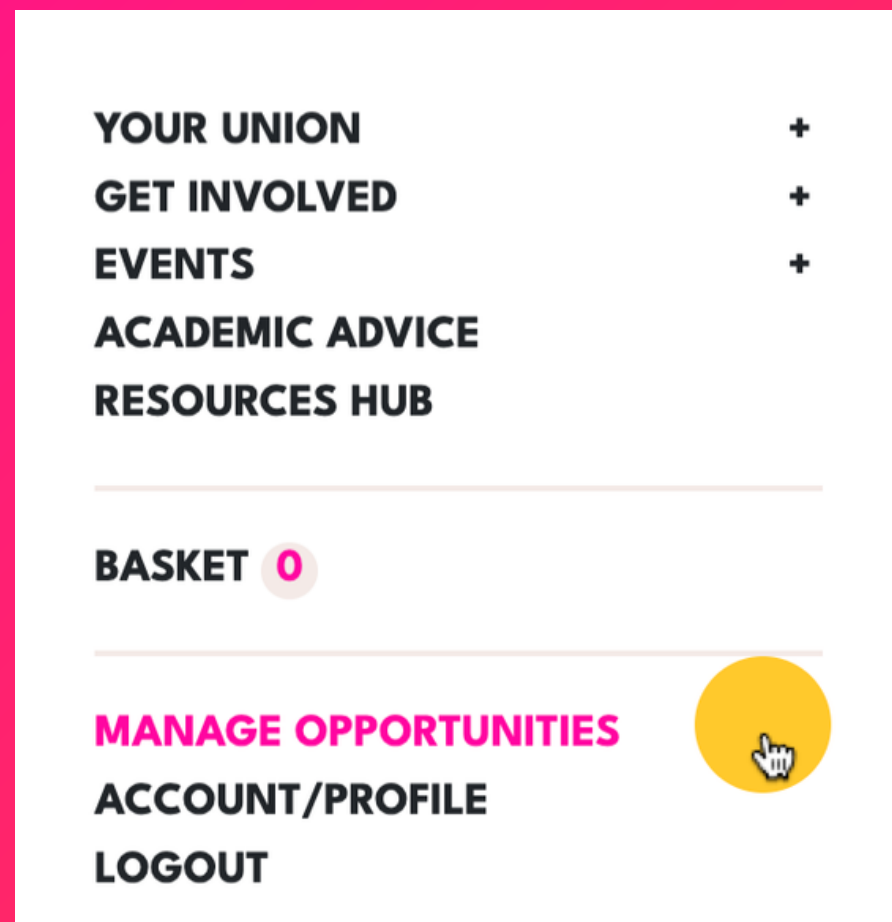
A screenshot of a web form for resetting a password. It features a label 'Email' above a text input field containing the email address 'afonyddmenai@undebbangor.com'. Below the input field is a red button with the text 'Send Reset Email'.



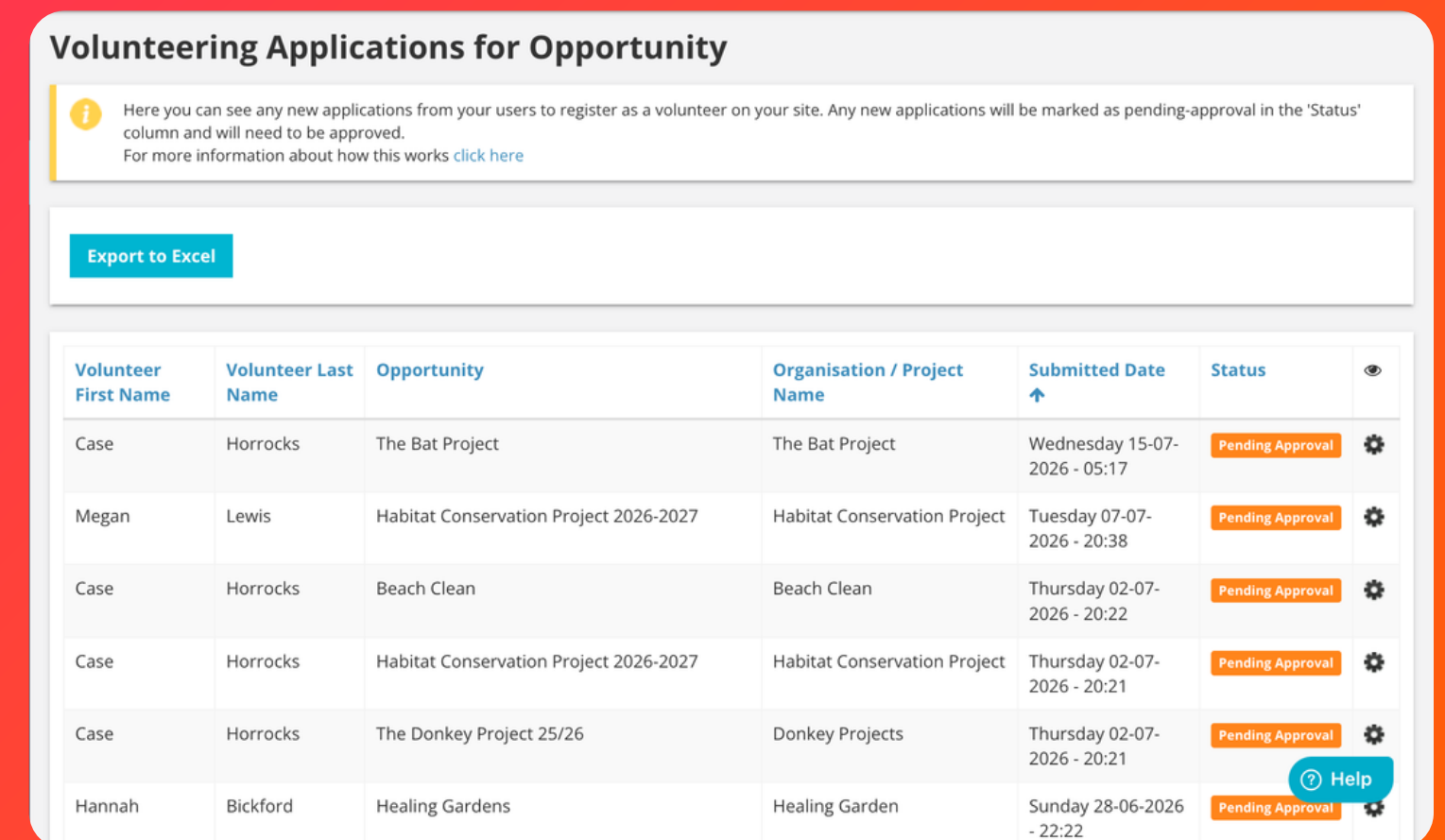
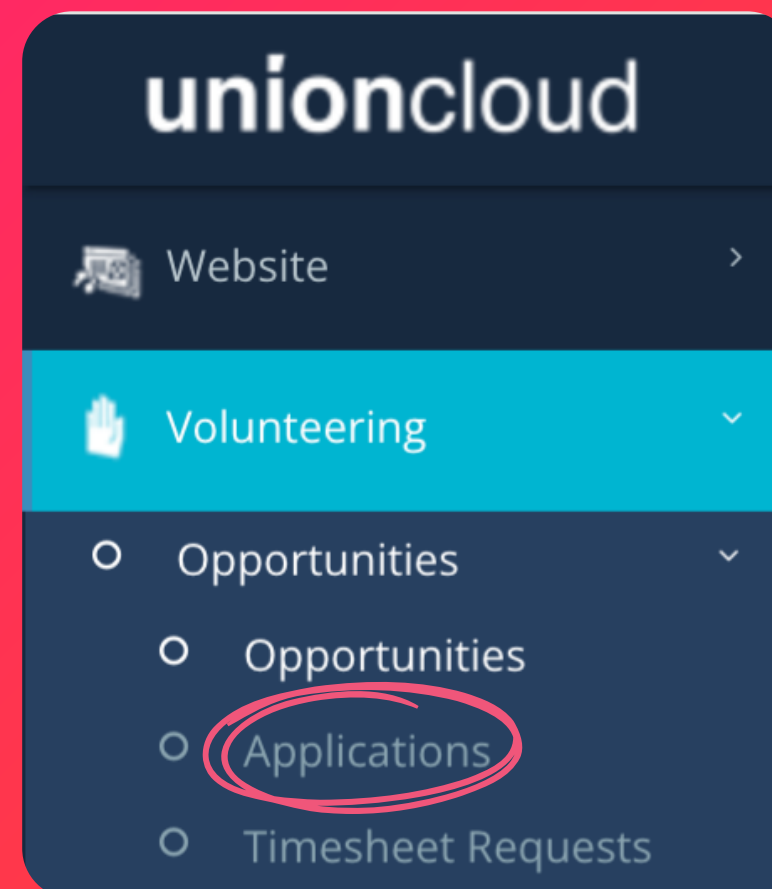
How to approve volunteers

Part 1

Step 1: Click the dropdown menu in the top right corner of the website and click on *Manage Opportunities*.



Step 2: Click on *Applications* under *Opportunities*.



How to approve volunteers

Part 2

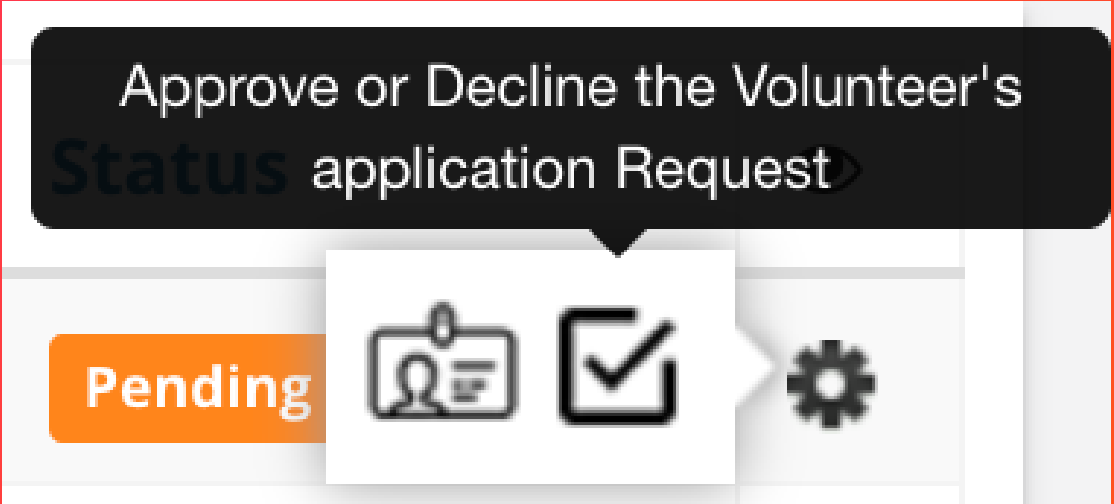
Step 3: Click on the cog to the right and then the box with a tick

Volunteering Applications for Opportunity

i Here you can see any new applications from your users to register as a volunteer on your site. Any new applications will be marked as pending-approval in the 'Status' column and will need to be approved.
For more information about how this works [click here](#)

Export to Excel

Volunteer First Name	Volunteer Last Name	Opportunity	Organisation / Project Name	Submitted Date	Status	
		The Bat Project	The Bat Project	Wednesday 15-07-2026 - 05:17	Pending Approval	
		Habitat Conservation Project 2026-2027	Habitat Conservation Project	Tuesday 07-07-2026 - 20:38	Pending Approval	
		Beach Clean	Beach Clean	Thursday 02-07-2026 - 20:22	Pending Approval	
		Habitat Conservation Project 2026-2027	Habitat Conservation Project	Thursday 02-07-2026 - 20:21	Pending Approval	
		The Donkey Project 25/26	Donkey Projects	Thursday 02-07-2026 - 20:21	Pending Approval	
		Healing Gardens	Healing Garden	Sunday 28-06-2026 - 22:22	Pending Approval	



Step 4: Select Approve and confirm

Approve / Decline

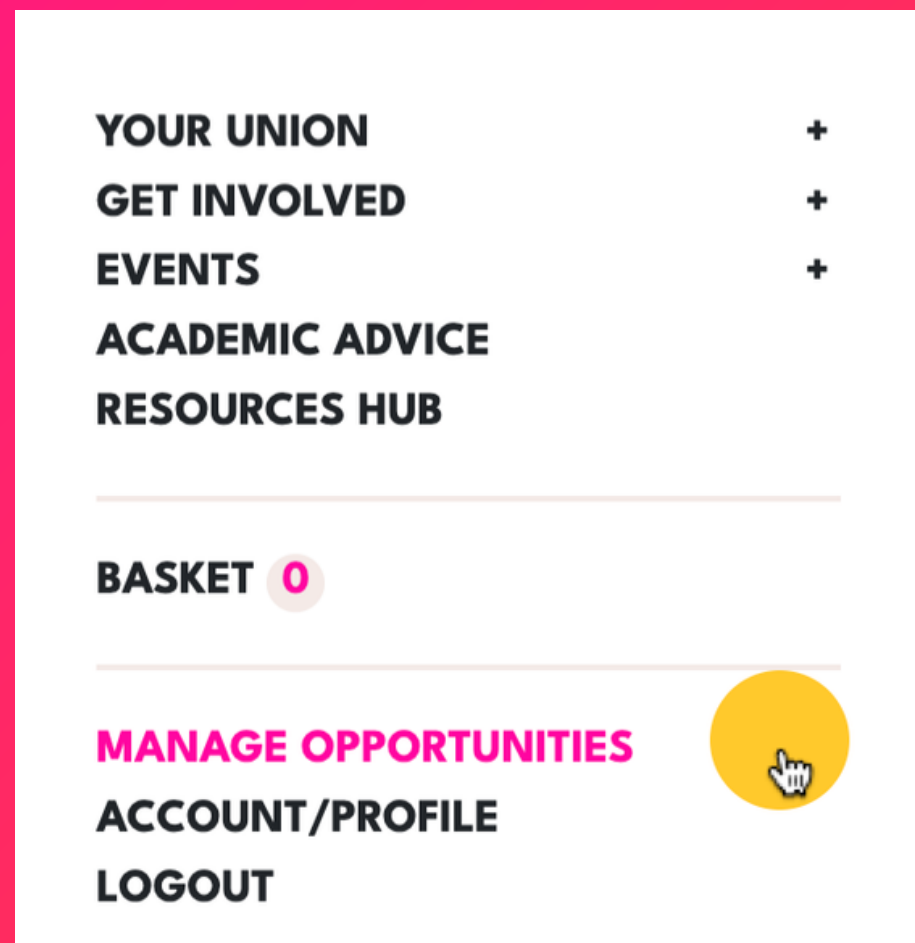
☒ Approve
☐ Decline

Confirm

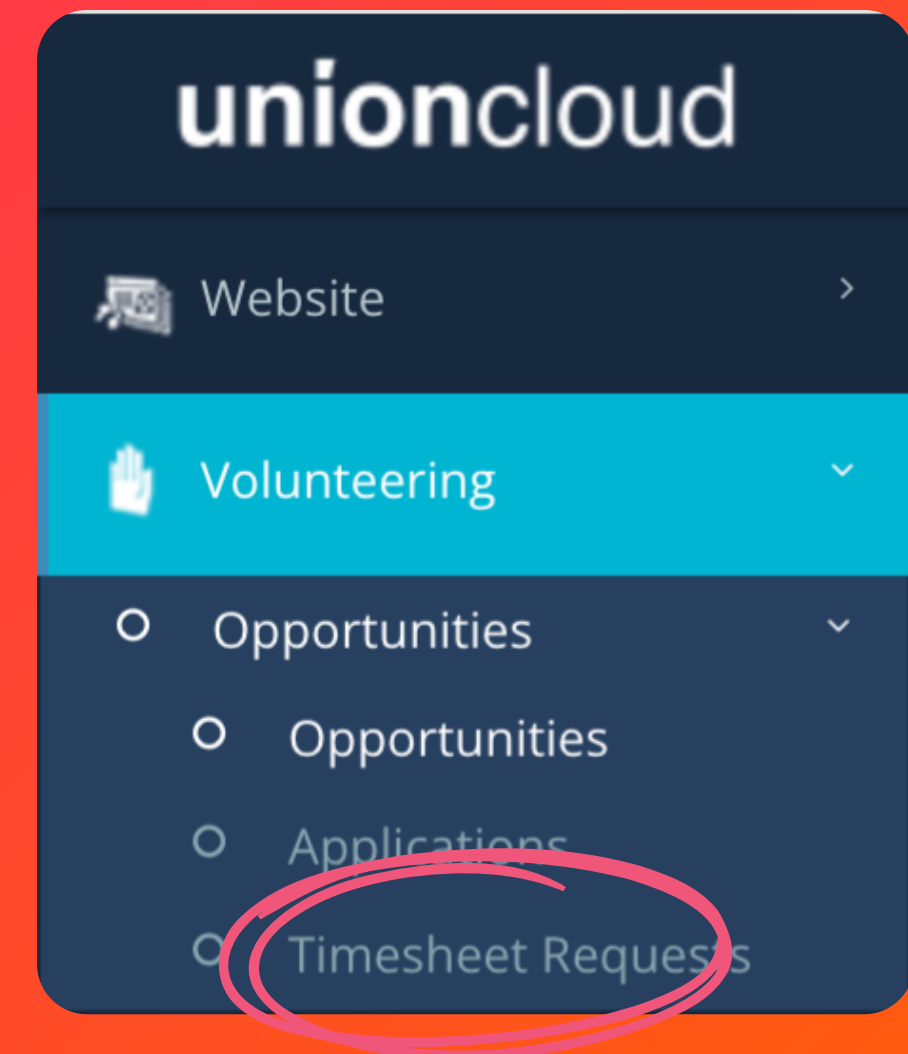
Close

How to approve volunteer timesheets Part 1

Step 1: Click the dropdown menu in the top right corner of the website and click on *Manage Opportunities*.



Step 2: Click on *Timesheet Requests* under *Opportunities*.



How to approve volunteer timesheets Part 2

All timesheet requests, both approved and pending, will appear in front of you. The status of the request is visible on the right-hand side and will either be **Approved** or **Pending**, making it easy to find timesheets that need approving.

Step 3: Click on the cog and then click on *Edit Timesheet*

Timesheet Requests								
Once a student completes a volunteering opportunity they will submit a timesheet that will be shown below. An administrator will then need to approve these for the hours to be logged onto the users profile. For more information about how this works click here								
Volunteer Last Name	Opportunity	Organisation / Project Name	Submitted Date ↑	Start Date	End Date	Hrs Spent	Status	
Edzior	RSPB Flight Club	RSPB Flight Club	Wednesday 01-07-2026 - 10:57	Wednesday 01-07-2026	Wednesday 01-07-2026	4.0	Pending	Edit Timesheet
Edzior	RSPB Flight Club	RSPB Flight Club	Friday 19-06-2026 - 12:57	Friday 19-06-2026	Friday 19-06-2026	1.5	Pending Approval	
Smithwaite	RSPB Flight Club	RSPB Flight Club	Thursday 18-06-2026 - 18:30	Friday 08-05-2026	Friday 08-05-2026	6.0	Pending Approval	
Smithwaite	RSPB Flight Club	RSPB Flight Club	Thursday 18-06-2026 - 18:27	Wednesday 22-04-2026	Wednesday 22-04-2026	5.0	Pending Approval	
Smithwaite	RSPB Flight Club	RSPB Flight Club	Thursday 18-06-2026 - 18:23	Wednesday 10-12-2025	Wednesday 10-12-2025	4.0	Pending Approval	
Smithwaite	RSPB Flight Club	RSPB Flight Club	Thursday 18-06-2026 - 18:18	Sunday 18-01-2026	Sunday 18-01-2026	4.0	Pending Approval	
Smithwaite	RSPB Flight Club	RSPB Flight Club	Thursday 18-06-2026 - 18:17	Wednesday 04-02-2026	Wednesday 04-02-2026	4.0	Pending Approval	Help

How to approve volunteer timesheets Part 3

The timesheet request will appear and will already have Approve selected. If you have good reason to decline the request, maybe they've entered more hours than they should have, then you can select decline. If you decline, you must explain why in the *Give feedback to the volunteer* section.

Step 4: Press **Save** at the top of the page to approve or decline the request.

The screenshot shows a web interface for managing volunteer timesheet requests. At the top, there's a blue header with a menu icon, a 'Go to Website' link, and a 'Project Leader' profile. The main title is 'Timesheet request of "Daniels Lipatovs"'. Below this is an information box stating: 'Below you can edit the timesheet submitted by this volunteer. For more information about how this works [click here](#)'. A red circle highlights the 'Save' and 'Back' buttons. The form contains the following fields: 'Opportunity' (Afonydd Menai Volunteering 2025/26), 'Name of Volunteer' (Daniels Lipatovs), 'Start Date' (10-12-2025), 'End Date' (10-12-2025), and 'Hours completed' (1.5). A red circle highlights the 'Approve/Decline' section, which has two radio buttons: 'Approve' (selected) and 'Decline'. Below this is a 'Give feedback to the volunteer' section with a text area. At the bottom, a note states: 'Once approved the hours will be logged under'.

Timesheet request of "Daniels Lipatovs"

Below you can edit the timesheet submitted by this volunteer. For more information about how this works [click here](#)

Save Back

Opportunity
Afonydd Menai Volunteering 2025/26

Name of Volunteer
Daniels Lipatovs

Start Date *
10-12-2025
Start date for this timesheet submission

End Date *
10-12-2025
End date for this timesheet

Hours completed *
1.5
You can alter the total hours the volunteer has requested if they are incorrect

Approve/Decline +
☒ Approve
☐ Decline

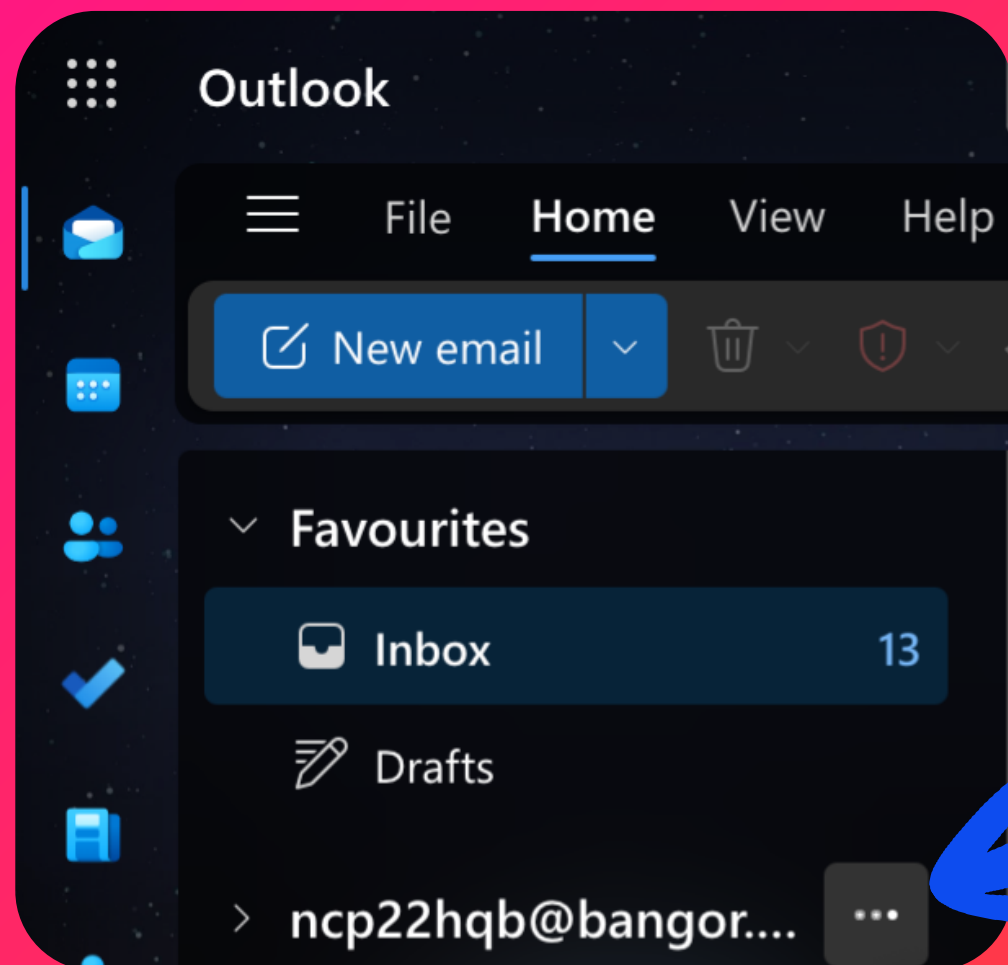
Give feedback to the volunteer

Once approved the hours will be logged under

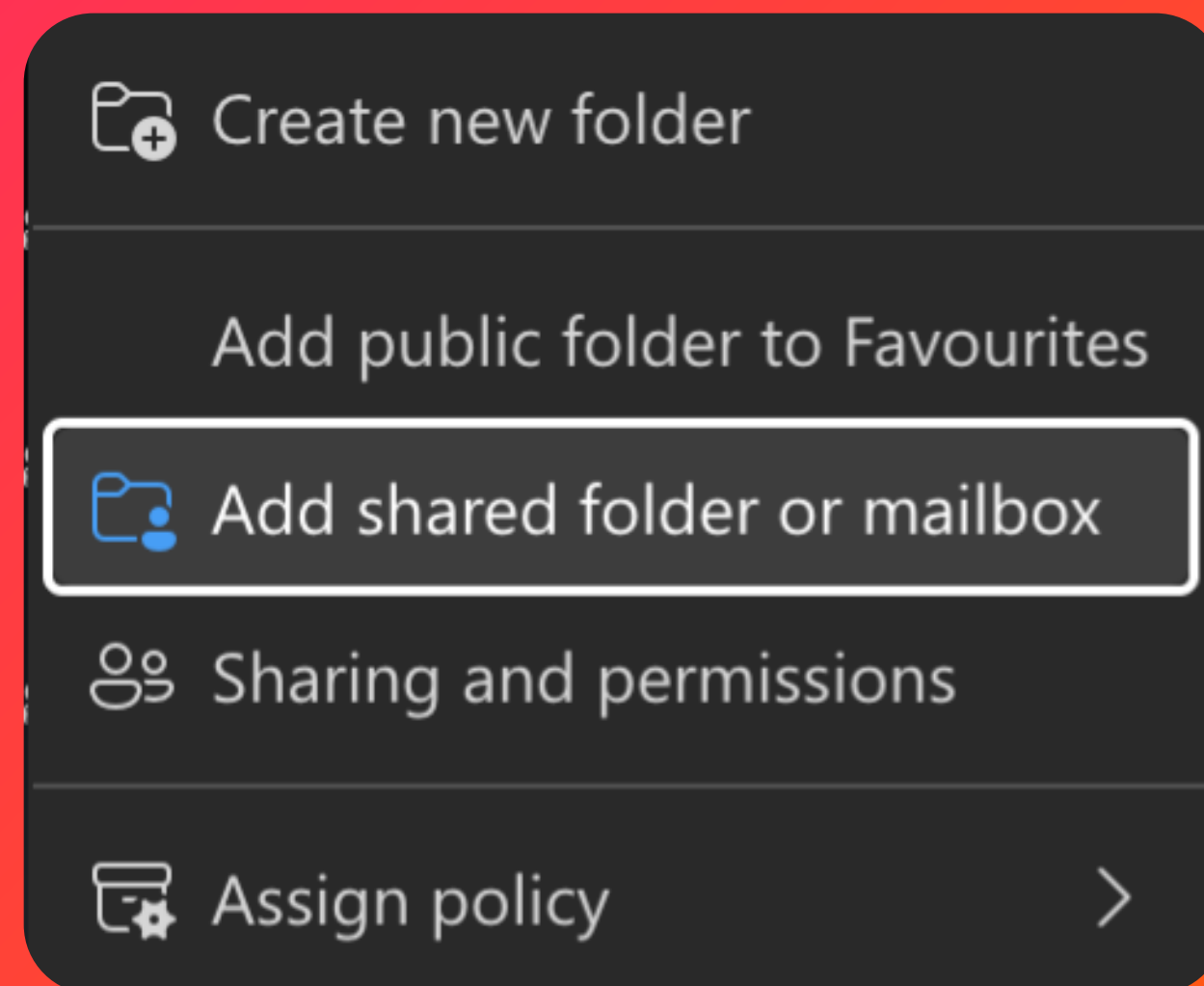
How to access emails Part 1

To access your project's shared mailbox, log into Outlook using your university email address (in this example we use the online version, not desktop).

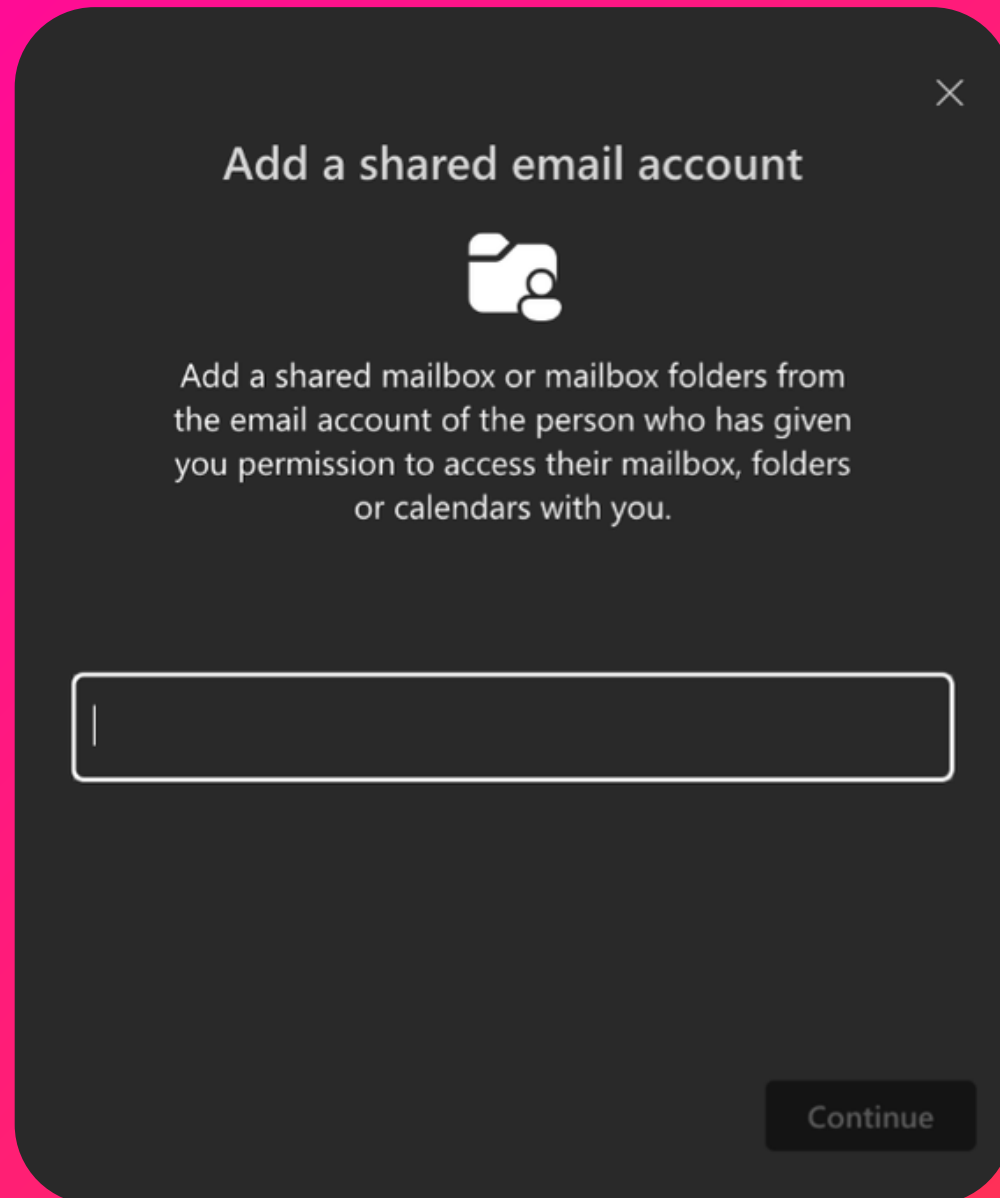
Step 1: Navigate to your email address on the left-hand side and hover your mouse over it for three dots to appear.



Step 2: Click the three dots and then click Add shared folder or mailbox.

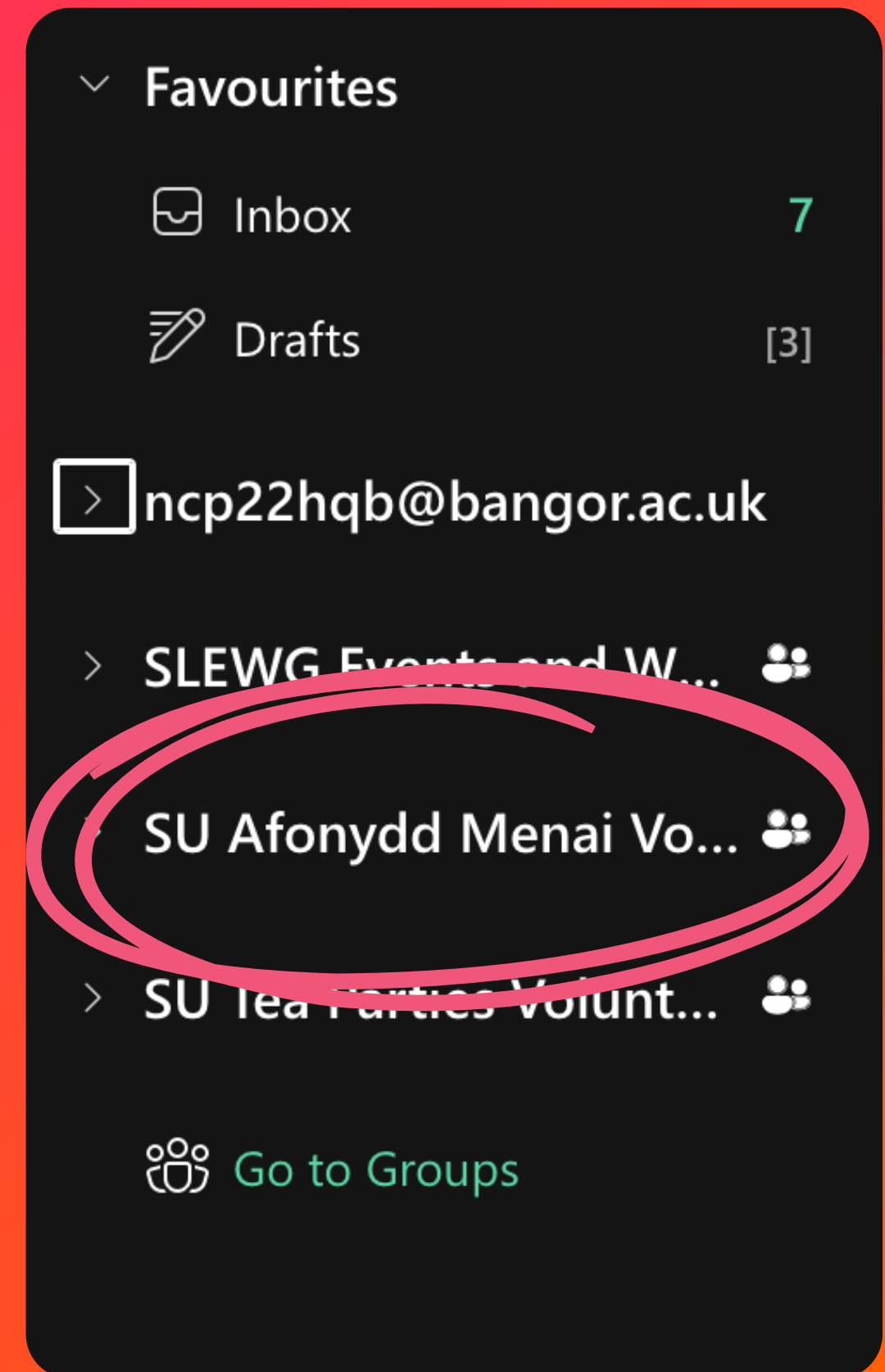


How to access emails Part 2



Step 3: Enter your project email address ending in undebbangor.com and press continue. If a message comes up saying you don't have permission to access this folder, please contact volunteering@undebbangor.com

You should now see your project on the left-hand side under your email address.



How to email volunteers

Part 1

Step 1: Click the dropdown menu in the top right corner of the website and click on *Manage Opportunities*.

YOUR UNION

GET INVOLVED

EVENTS

ACADEMIC ADVICE

RESOURCES HUB

BASKET 0

MANAGE OPPORTUNITIES

ACCOUNT/PROFILE

LOGOUT

+

+

+

Step 2: Click on the *Action Cog* for the opportunity currently in progress and then click *Volunteering Application*.

Opportunities

Below you can see all the opportunities that have been created on your site by your Organisations/Projects. You can approve or decline any new entries and you can also monitor the status of each opportunity using the 'Status' column. For more information about how this works [click here](#)

New Opportunity

Opportunity Title	Date Created	Organisation / Project name	Approved/Declined	Status	Action	Active Registration	Pending Registration	Number of Volunteers declined	Total number of Registration	Approve Timeshe
Afonydd Menai Volunteering 2025/26	Thursday 25-09-2025 - 20:36	Afonydd Menai	Approved		Volunteering Application	118	0	0	118	81
Afonydd Menai Volunteering 2024/25	Monday 23-09-2024 - 11:41	Afonydd Menai	Approved	Closed		101	0	0	101	165
Afonydd Menai - Menai Rivers 2023/24	Monday 10-10-2022 - 14:52	Afonydd Menai	Approved	Closed		83	4	0	87	136

Help

How to email volunteers

Part 2

Step 3: Export the list of volunteers by clicking *Export to Excel*.

Volunteering Applications for Opportunity		
Here you can see any new applications from your users to register as a volunteer on your site. Any new application will need to be approved. For more information about how this works click here		
Export to Excel		
Volunteer First Name	Volunteer Last Name	Opportunity
Laurence	Cummins	Afonydd Menai Volunteering 2025/26
Lilia	Taghizadeh	Afonydd Menai Volunteering 2025/26
Misbah Shahid	Khan	Afonydd Menai Volunteering 2025/26
Patricia	Novotna	Afonydd Menai Volunteering 2025/26
.	Prabhleen Kaur	Afonydd Menai Volunteering 2025/26
Forrest	Tucker	Afonydd Menai Volunteering 2025/26
Robbie	Blease	Afonydd Menai Volunteering 2025/26
Jimena	Correa Cortez	Afonydd Menai Volunteering 2025/26
Daniel	Smedley	Afonydd Menai Volunteering 2025/26
Mehedi	Hasan	Afonydd Menai Volunteering 2025/26

A spreadsheet with all the details of your volunteers will be downloaded onto your computer. We will use this to copy email addresses.

Once finished with the spreadsheet, please delete it as it includes confidential information about volunteers.

How to email volunteers

Part 3

Step 3: Compose a new email, click the drop down and select your group's email address

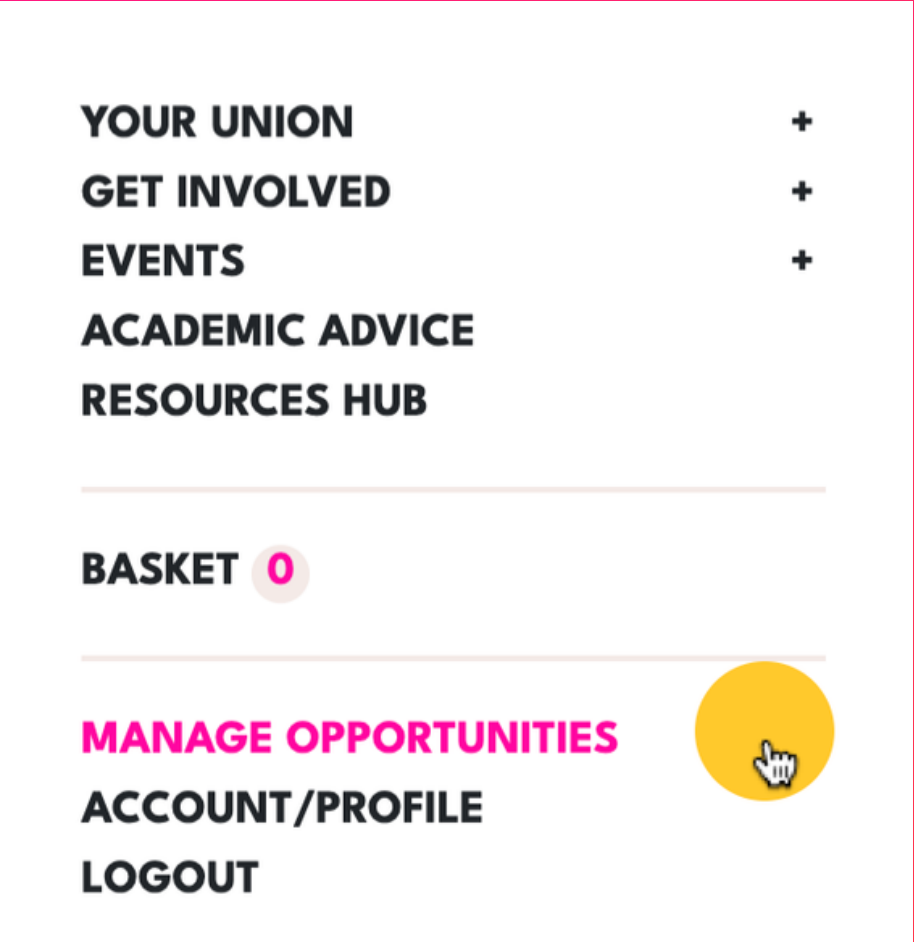
The screenshot shows an email composition interface. At the top left is a green 'Send' button with a dropdown arrow. Below it are fields for 'To', 'Cc', and 'Bcc'. The 'Bcc' field is circled in red. To the right of these fields is a 'From' dropdown menu, also circled in red, which is open and showing a list of email addresses. The addresses are: ncp22hqb@bangor.ac.uk, ncp22hqb@bangor.ac.uk, teaparty@undebbangor.com, SLEWG@bangor.ac.uk, and afonyddmenai@undebban... (with a checkmark). Below the list is an 'Other email address...' field. At the bottom left is a field for 'Add a subject'. At the bottom right, it says 'Draft saved at 17:00'.

Step 4: Copy and paste the volunteers' email addresses into the **Bcc** line. It is important you **do not** use the **To** line. This ensures that the email is delivered to each volunteer separately and complies with GDPR.

How to edit the website

Part 1

Step 1: Click the dropdown menu in the top right corner of the website and click on *Manage Opportunities*.



There is no need to create a new opportunity at the start of the year, volunteers will be wiped from the opportunity every year leaving you with 0 Active Registrations. This means volunteers and project leaders must apply to the opportunity again even if they have previously volunteered.

Step 2: Click the cog under **Action** and select the pencil to Edit Opportunity.

Opportunity Title	Date Created	Organisation / Project name	Approved/Declined	Status	Action
Afonydd Menai Volunteering 2025/26	Thursday 25-09-2025 - 20:36	Afonydd Menai	Approved		Edit Opportunity 

How to edit the website

Part 2

Keep your **Opportunity listing title** the same as your project name.

The Quota is the maximum number of volunteers able to sign up to the opportunity. If you reach the quota, no more volunteers will be able to apply.

Organisation / Project Afonydd Menai	
Project name Afonydd Menai	Opportunity listing title * Afonydd Menai Volunteering
This title is so you can group numerous volunteer roles under the same project. This will only display in the admin area and not for volunteers	This title will be the name of the page and also appear as the title in search listings. We recommend you include the role of the opportunity in the title.
Please select areas of interest for this opportunity * Animals and Wildlife	Please select the volunteer activity * Gardening and Conservation
This will help volunteers find your listing in the search result filters.	This will help volunteers find your listing in the search result filters.
Number of Volunteers required * 20	Quota 200
If you require multiple volunteers to do the same role enter that number here. If you require multiple volunteers to do different roles set up a new opportunity for that particular role.	The quota field allows you to register more volunteers to the system than the required number. This is in case you want to oversubscribe your attendees to cover for potential dropouts e.g. 10 volunteers required, quota limit of 15.

Number of Volunteers required is not important, it does not affect the opportunity.

How to edit the website

Part 3

Organisation / Project Details can only be edited by UNDEB staff. Please contact the Volunteering Coordinator to have this section amended.

Organisation / Project Details

Afonydd Menai provides volunteers with the following opportunities:

- Identifying wildlife tracks and signs
- Camera trapping
- Liaising with farmers/landowners
- Training/events

Mae Afonydd Menai yn darparu'r cyfleoedd canlynol i wirfoddolwyr:

- Adnabod olion ac arwyddion bywyd gwyllt
- Trapio camera
- Ymgysylltu â ffermwyr/tirfeddianwyr
- Hyfforddiant/digwyddiadau

Please note to change this text edit your profile page

Search listing Text *

Conservation survey wildlife ecology animal behaviour wildlife survey

Key Responsibilities *

- Identifying wildlife tracks and signs
- Camera trapping
- Training/events

Help

Search listing Text: Enter words associated with your project. If someone enters one of these words in the search bar, your project will appear.

Key Responsibilities: Bullet point key responsibilities of a volunteer.

Part 4

Keep the **Detail Description about the opportunity** brief and concise. Aim for 100–150 words to avoid too much text on the website.

Detail Description about the opportunity *

Use this area to go into more detail about your opportunity to volunteer. 	DETAILS VOLUNTEERING WITH BEACH CLEANS INVOLVES TRAVELLING TO LOCAL BEACHES IN AND AROUND BANGOR WITH LITTER PICKERS AND BAGS WITH THE AIM OF COLLECTING LITTER AND RUBBISH FROM OUR BEACHES. WE ARE LOOKING FOR SOMEONE WITH A PASSION FOR THE NATURAL ENVIRONMENT AND PROTECTING THE AMAZING MARINE LIFE EMCOMPASSING IT, WHILST ALSO ENHANCING THE BEAUTIFUL BEACHES THAT WE LOVE BY KEEPING THEM FREE FROM LITTER.	ADDITIONAL INFORMATION REQUIRED ROLE Beach Clean KEY RESPONSIBILITIES Participating in monthly beach cleans to collect litter and rubbish from the local environment across Bangor's beaches. Volunteers need only have a positive attitude and be willing to get involved!	DESIRABLE SKILLS ✦ Positive attitude ✦ Practical ✦ Team Work ✦ Time Management SKILL TO GAIN ✦ Communication ✦ Confidence ✦ Practical ✦ Problem solving ✦ Time Management
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What you put in this section will appear in the red **Details** widget on your project page on the website.

How to edit the website

Part 5

Open the **Skills** sections and select accordingly.

What you put in this section will appear in the Grey Widget on your project page on the website.

Don't forget to click **Save** when you're done!

This opportunity is In Progress

Save

Back

Skills

Mandatory Skills
If the role requires skills that are essential tick all that apply

Desirable Skills *
Please check all that apply.

Skills the volunteer can gain *
Please check all that apply.

When can you do this role

☐ One-off opportunity ☒ On-going opportunity

Minimum commitment level
Once a month
Select a minimum commitment level you expect a volunteer to give to this opportunity. This will help the volunteers make a better decision of choosing whether to apply or not.

Start Date *
29-09-2025
Please enter the first date when this recurring opportunity will commence.

Start Time **End Time**

WHEN CAN YOU DO THIS ROLE/CALENDAR
Minimum commitment level: Once a month
Start Date: 29-09-2025

	MORNING	AFTERNOON	EVENING
Monday	✓	✓	✓
Tuesday	✓	✓	✓
Wednesday	✓	✓	✓
Thursday	✓	✓	✓
Friday	✓	✓	✓
Saturday	✓	✓	✓
Sunday	✓	✓	✓

End Date
Enter an end date when the recurring opportunity ends. If there is no end date leave blank.

APPLY FOR THIS OPPORTUNITY
To one-click apply for this opportunity you need to have completed the following:

- You need to have an active account on this website
- You need to have an active volunteering account
- You need to have fully completed the volunteering profile set-up

Help

