

REACH Online Recruitment: Contents

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1. Introduction

This guide explains how to use [REACH Online Recruitment](#) to promote your vacancy and manage volunteer recruitment process.

REACH offers you:

- A simple and consistent recruitment journey.
- Templates to create an advert for a volunteer vacancy.
- A wider, online audience.
- One place to view and manage all candidate details.
- Easy application process for candidates.
- Standard emails to contact candidates from start to finish, (you can also send personalised emails if you wish).
- Sight of the information that you and the candidate will receive.

2. Learning Objectives:

After reading this document you will be able to:

- Complete the vacancy advertisement form.
- Locate the candidate's application form on REACH.
- Decide how to progress your candidate's application throughout the recruitment process.
- Understand the stages of the recruitment process from perspective of the recruiter as well as the candidate

3. Common words you'll see:

We use the same terms in this guide, that are used in REACH.

- Hiring Manager** = person who is recruiting volunteers
- Candidate** = potential volunteer
- Request a vacancy** = first step in the recruitment process when you create an advert for a volunteer vacancy
- Interview** = we recommend that interviews are informal; more of a discussion about the role and the candidate's expectations, skills and availability.

4. Before starting with REACH

Consider what activities you need volunteers for, to ensure that you advertise the correct role. For example; we need someone to manage our social media accounts, help with fundraising collections or organise activities. Then decide:

- How many volunteers do we need?
- Which role(s) should we recruit for?
- When do we need them to start?

5. Creating an online Vacancy Posting:

5.1 Creating a new 'Volunteering Opportunity' listing

To advertise a volunteering role online, start by submitting a Vacancy Requisition form for each vacant role. You will find this when you log into your REACH account and select the 'Requests' tab on the left-hand side. The Requisition form looks like this:

Please select your Nation Office *

Please Select an Option

Is your role Local or National? *

Please Select an Option

Role Title *

Please Select an Option

Location *

Please Select an Option

Advert Text

Across the UK, our 270 local groups play a vital part in supporting people affected by MS. They provide sense of belonging, unity and friendship. And they deliver services and support for their local MS community.

Time commitment

We estimate this role will need around XXX hours a week. Our roles are flexible and aim to fit around you. Time commitments for this role may vary depending on your activities. This is an ongoing role. This is a great opportunity to gain experience within a large charity and develop your existing skills and learn new ones. We need you to get involved and help make positive changes to the lives of people affected by MS.

About you

You'll have an interest in the MS Society and the work that we do, as well as the enthusiasm to represent both us and our values locally. You will understand the needs of people affected by MS in your area and be sympathetic to the needs and motivations of volunteers. You'll be confident using Microsoft Office, the internet and email. You'll be able to apply disability, equality and inclusion practices and understand and apply our risk management system. Ideally you'll understand the local area and organisations that provide local services.

You will be reliable and easy to contact and you need to live in or near the area the group to carry out this role.

The MS Society is committed to promoting diversity. We can only offer roles to over 18s.

Please choose which activities your volunteer will be doing

All Activities

Please give an estimate of how many hours you think this role will involve per week *

Please Select an Option

Please state the expected commitment required for this role *

Please Select an Option

Closing Date

Optional

We will advertise your role on the appropriate national volunteer recruitment sites listed below and the MS Society website. If you wish to recruit locally, you could contact your local volunteer centre or other voluntary organisation. If there is a particular site you do not wish to advertise on, please email: volunteerecruitment@msociety.org.uk

- Charitiescope
- Do-It.org
- Reach Volunteering (Group coordinator role only)
- VInspired (18 - 30)
- MS Society website
- Volunteering Zone (Scotland)
- Volunteering Wales
- Community 1st
- Volunteer Now (Northern Ireland)
- Team London

Choose a role and location (for Community Network roles, this will be a Group name). The advertisement template for that role will be selected automatically. Scroll to the bottom, selecting the activities required of the volunteer, from that role description. An Administration Volunteer, for example, to undertake all activities in the template, 'select all'. But, if you require specific help with only some of the administration tasks, you can select just those activities.

Choose the expected hours, duration of the role and a closing date. We recommend setting a closing date; if it is left open indefinitely, it will allow prospective candidates to continue to apply. You will also be reminded prior to the closing date if you wish to extend it.



Make sure you have enough time for:

- The advertisement to be open so any potential applicants can see it, with sufficient time to apply.
- Potential shortlisting (depending on candidate response levels).
- Interview(s).
- Remember that the person may not be able to start right away.
- Some roles may need a disclosure check, reference check and/or mandatory learning/eLearning.

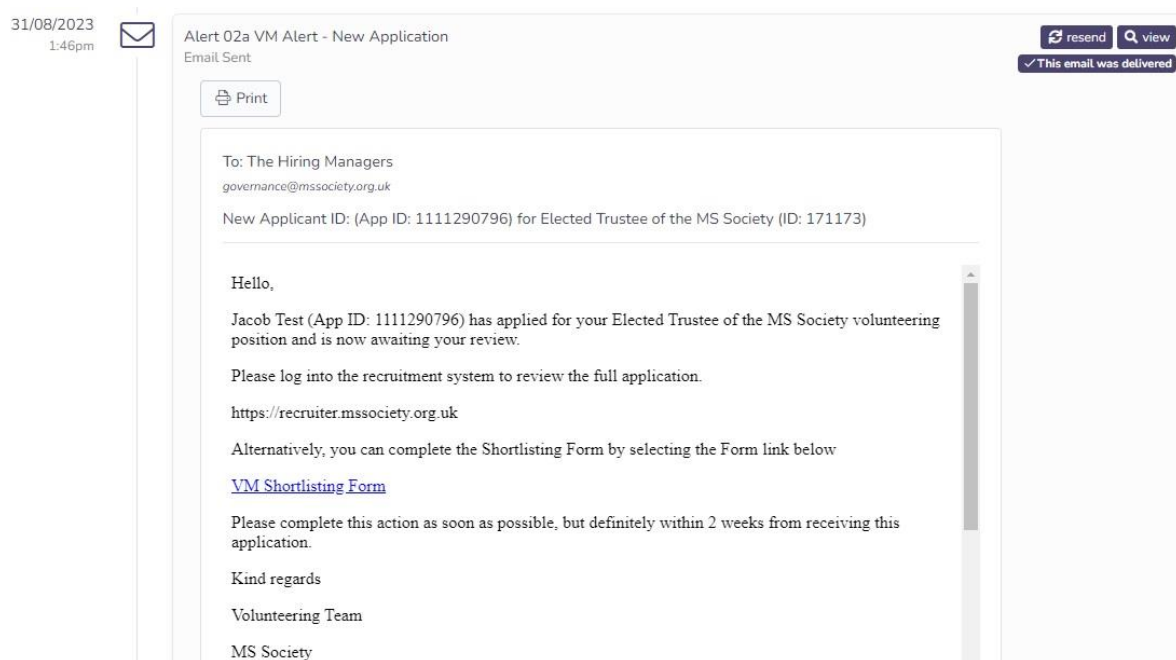
5.2 Submitting the role so it appears online:

On completing the 'requisition form', click 'Submit' at the bottom right corner. The form will be sent out for a review, and you will receive notification when the vacancy is live, so you can be alert for applications arriving!

6. Receiving and reviewing applications:

6.1 Email notification of new applications

You'll receive an email for each new application (below). Click on the link in the email to log straight into REACH, to view the application. It is important that you address each notification as soon as possible, so that candidates know if you would like to progress or reject their application.



6.2 All applications in one place

All vacancy applications received can be viewed in one place on your 'Hiring Manager' home page. An underlined section will say 'You have (number) of candidate actions to complete'. Click this to take you to the 'Vacancies & Actions' area, to review applications and take decisions on each stage, including shortlisting, interview and offers made.

You can also see all the actions you have taken.

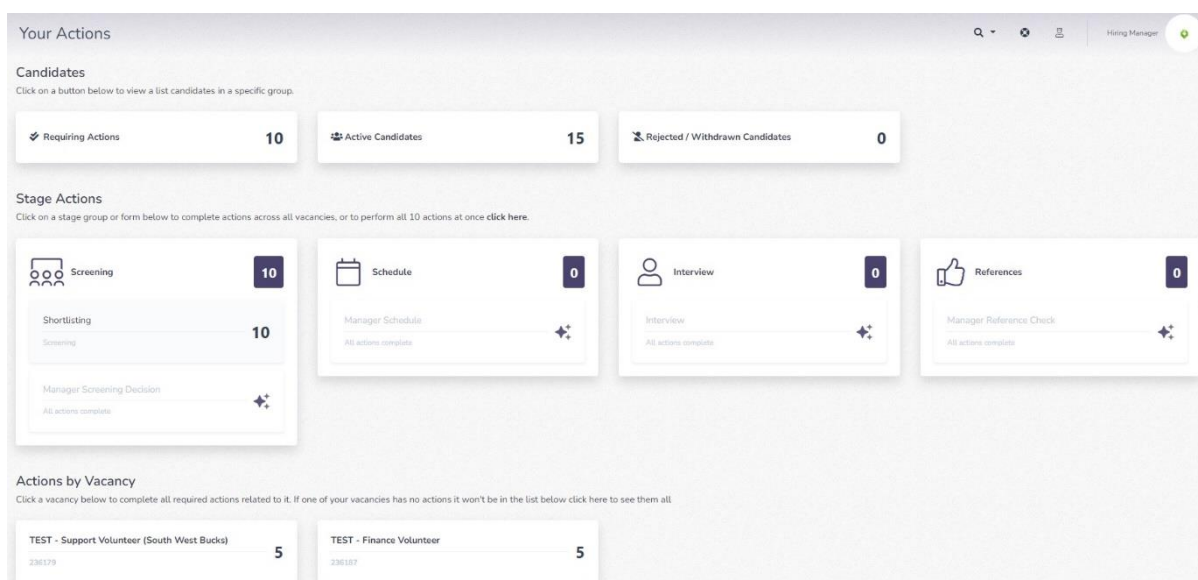


When receiving candidate’s applications please remember that they contain confidential data, such as contact details, demographic data, etc. Data is safe as long as we keep it within REACH; we recommend that you do not share data outside REACH and remember to follow our [data protection policy](#).

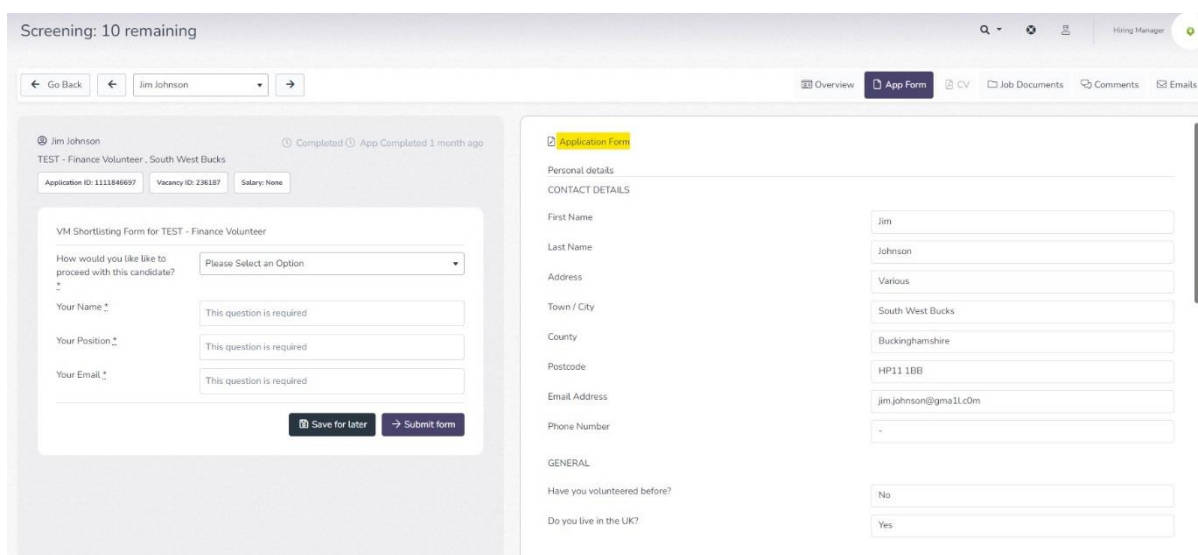
6.3 Viewing candidate’s application

After receiving an email notification that a candidate has applied for an advertised vacancy, you can see that application (and any other applications that you may have received) via REACH.

Log in to REACH and click on the ‘Actions’ tab on the dashboard to take you a screen to complete these actions from either a full list of candidates, actions by Stage or actions by Vacancy:



Click on the application to be reviewed. On the right-hand side, you will see the candidate’s application form with the information you’ll need to decide if the candidate is suitable for your vacancy.



7. Shortlisting candidates

On the left-hand side, is the 'Shortlisting form'. Decide here whether, you would like to:

- shortlist them for interview; Use: PROCEED – Set up an interview with the candidate, or
- offer them a role (if you have already talked to them about their application and suitability for the role, and feel they are a good fit); Use "PROCEED: I already interviewed the candidate and would like to offer them a role", or
- reject their application; Use "REJECT: Send the candidate a regret email".

The screenshot shows a recruitment system interface for a candidate named Jim Johnson. The top bar indicates 'Screening: 10 remaining' and includes navigation icons for search, settings, and a 'Hiring Manager' profile. Below the navigation, there are buttons for 'Go Back', 'Jim Johnson', and 'Overview'. The main content area is divided into two sections:

- Left Section (Shortlisting Form):**
 - Header: 'VM Shortlisting Form for TEST - Finance Volunteer'
 - Question: 'How would you like to proceed with this candidate?' with a dropdown menu 'Please Select an Option'.
 - Fields: 'Your Name', 'Your Position', and 'Your Email', each with a 'This question is required' message.
 - Buttons: 'Save for later' and 'Submit form'.
- Right Section (Candidate Profile):**
 - Status: 'Jim is currently Active'.
 - Map: A map of England showing locations like Birmingham, London, and Norwich.
 - Contact Details:
 - Address: 'Various, South West Bucks, Buckinghamshire, HP11 1BB'
 - Phone: '-'
 - Email: 'jim.johnson@gmail.com'
 - Details:
 - ID: 236187
 - No Closing Date
 - Vacancy location: 'Various, Various, South West Bucks, Buckinghamshire, ...'
 - Role: 'Supporting our local MS community'
 - Vacancy Contract Type: 'Long term, regular'
 - Vacancy Hours: '2'
 - Vacancy Salary: 'None'



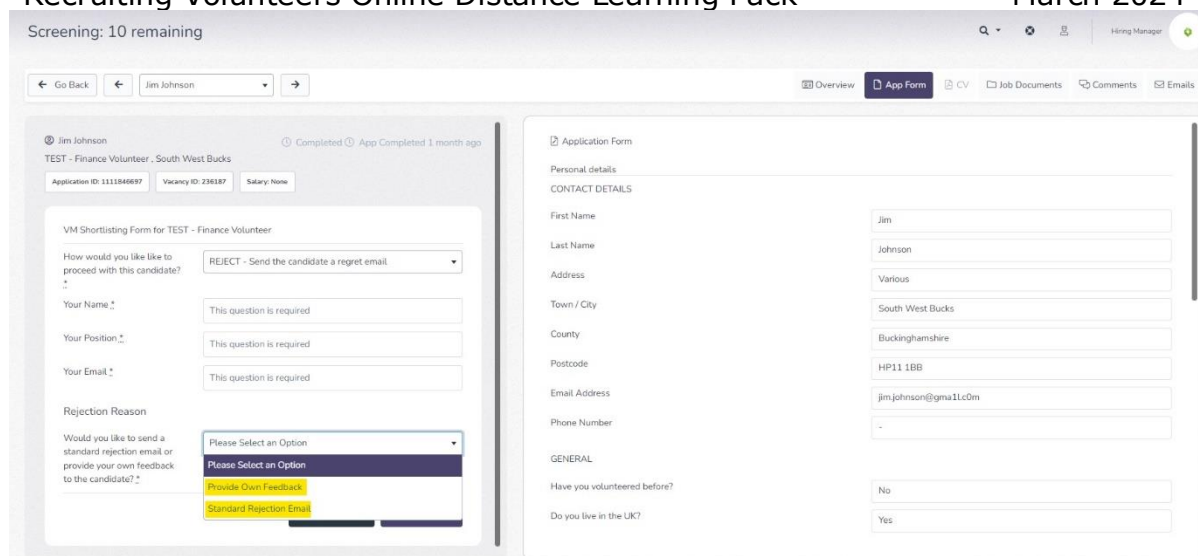
What to consider when assessing candidate's suitability for a role: Have they mentioned any skills that might be suitable for the role? Do they live in the area where this role is taking place? If not, would they have means to travel to the volunteering opportunity?

It's important to respond to all candidates.

7.1 Rejecting candidate's application

If, having read the candidate's application, you decide that their skills are not suitable for your vacancy, select 'REJECT: Send the candidate a regret email' from the drop-down box next to the question 'How would you like to proceed with this candidate?'

You have 2 options for informing candidates about their unsuccessful application and you can pick those from the drop-down box (as below):



You can send the applicant a 'Standard Rejection' email, as below: ('Your Name', 'Your Position' and 'Your email' fields will be automatically completed by REACH):

Dear [FirstName],

Thank you so much for your interest in volunteering for MS Society as [JobTitle].

Unfortunately, on this occasion, we are unable to progress your application further.

We value the time you invested in your application and would encourage you to look out for other volunteering opportunities with us.

Please keep an eye on our [website](#), where we are regularly updating our volunteering vacancies.

We wish you every success with your search and thank you again for taking the time to apply.

If you have any questions, please don't hesitate to contact [HRMemberEmail]

Yours sincerely,

[HRMember]

[HRMemberJobTitle]

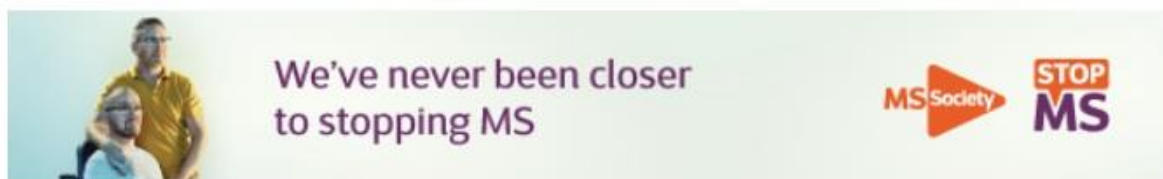
You can send a 'customized' rejection email via 'Provide own feedback' option and you can draft your own message to the candidate. The text from 'Your Name', 'Your Position' and 'Your email' fields will be automatically completed by REACH (as below):

Please write your own rejection email to the candidate, specifying why they were not successful during this stage of a recruitment process.

Test

Test

Test



Multiple Sclerosis Society. Registered charity in England & Wales number 1139257 and in Scotland

7.2 Shortlisting and offering a role due to an earlier interview

If you feel you do not need to conduct an interviewed (or have already done so during the earlier stages of the recruitment process), you may decide to make a candidate an offer at this stage. In that case, select "PROCEED: I already interviewed the candidate and would like to offer them a role" option at the Shortlisting stage and proceed to a role offer. REACH will automatically complete 'Your Name', 'Your Position' and 'Your email' in the offer email (below):

Dear Chris,

Further to your interview, I'm delighted to confirm that the Board of Trustees has recommended you to stand for election to the role of Test Role.

If you would like to accept this recommendation, please confirm by logging into the Candidate Centre.

For fast access please click this link:

<https://volunteering.mssociety.org.uk/login/token/b571b6dd6216048d224f47ab5bfdbfa2>

As soon as you confirm, we will complete reference checks and work with you to write your candidate statement.

We will keep you updated about the following stages all throughout.

If you are elected, you will be able to start volunteering with us as a Test Role.

If you have any questions, please don't hesitate to contact.

Kind regards

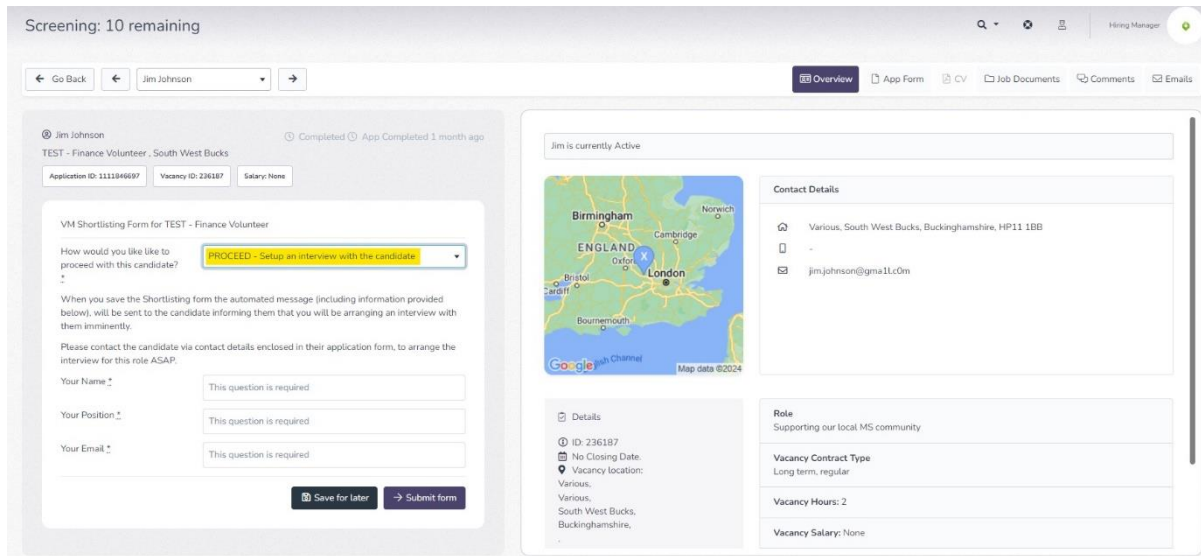
Test

MS Society

The candidate will be asked to complete the offer acceptance form as per 8.2 of this guide.

7.3 Shortlisting candidate's application and inviting them to an interview

If you consider that a candidate is suitable for interview, select 'PROCEED: Set up an interview with a candidate' in the question: "How would you like to proceed with this candidate?" (below):



This option will generate an email to the candidate (below):

Dear Chris,

Thank you for applying for the volunteering role of Test Role (ID: 154824). Great news! We have now reviewed your application and would like to invite you to interview for those role.

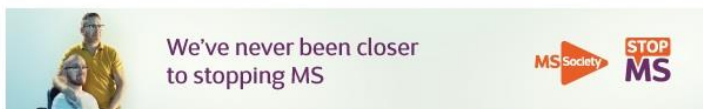
This will give you the opportunity to find out more about the role, ask any questions you might have, and explore whether it is the right role for you. It also gives us a chance to find out more about you and why you'd like to join our Board of Trustees.

This interview will take place via Zoom and we will be in touch within the next few days to agree a suitable time and date.

We are looking forward to talking to you then.

Kind regards,

Test
E: Test
MS Society



It will also generate an email to you (below), asking you to arrange an interview with the candidate; do so using the candidate's contact details from their application form.

Hello,

Please contact [FirstName] [LastName] via contact details enclosed in their application form, to arrange the interview for this role ASAP.

Important: After the interview *do not forget* to update the outcome of it within your Hiring Manager Portal by clicking this link: [EmailFormURL]

Kind regards
Volunteering Team
MS Society

8. Conducting an interview:

You can decide to conduct the interview with the support of another volunteer, or with a staff member, if available. Interviews can be carried out virtually, via phone, or in person as appropriate.

An interview questions template available at the Volunteer Web [here](#), and it is recommended that you have a copy of the role description, to refer to during the interview.

For assistance, please contact volunteerrecruitment@mssociety.org.uk

8.1 Interview Decision: Offering the role to a candidate

If, after the interview, you decided to offer the candidate a volunteering role, you will have to update an Interview Decision form in the Volunteer Manager Portal by picking 'I would like to offer the volunteering role to the candidate' option (as below).

The screenshot shows the 'Interview Decision' form for Anna Jones, who is currently active. The form is titled 'VM Interview Decision for TEST - Activities Organiser'. It includes a dropdown menu for 'Please Select an Option' with the following choices: 'I would like to offer the volunteering role to the candidate' (selected), 'I would like to send a regret email and reject this candidate', and 'This question is required'. There are also input fields for 'Your Name', 'Your Position', and 'Your Email', each with a 'This question is required' label. The form has 'Save for later' and 'Submit form' buttons. On the right, there is a map of England and contact details for Anna Jones: 'Various, South West Bucks, Buckinghamshire, HP11 1BB' and 'anna.jones@gmail.com'. Below the map, there are details for the role: 'ID: 236194', 'No Closing Date', 'Vacancy location: Various, South West Bucks, Buckinghamshire', 'Role: Supporting our local MS community', 'Vacancy Contract Type: Long term, regular', 'Vacancy Hours: 2', and 'Vacancy Salary: None'.

This will generate the email below to the candidate. 'Your Name', 'Your Position' and 'Your email' will be automatically applied within the email:

Dear [FirstName],

Further to our conversation, I'm delighted to offer you the role of [JobTitle] at the MS Society.

If you would like to accept our offer, you can do this by logging into the [Candidate Centre](#)

For fast access please click this link:

[CandidateTokenURL]

As soon as you accept, we can start conducting necessary checks (i.e. reference and/or disclosure checks, if relevant to the role), and allocating appropriate training for your role. Please note that on occasion email notifications from our training platform (Talent LMS) can end up in your SPAM folder, so please keep an eye on that if possible

We will keep you updated about the following stages all throughout.

As soon as this is completed, you will be able to start volunteering with us as a [JobTitle].

If you have any questions, please don't hesitate to contact.

Kind regards

[HRMember]

MS Society

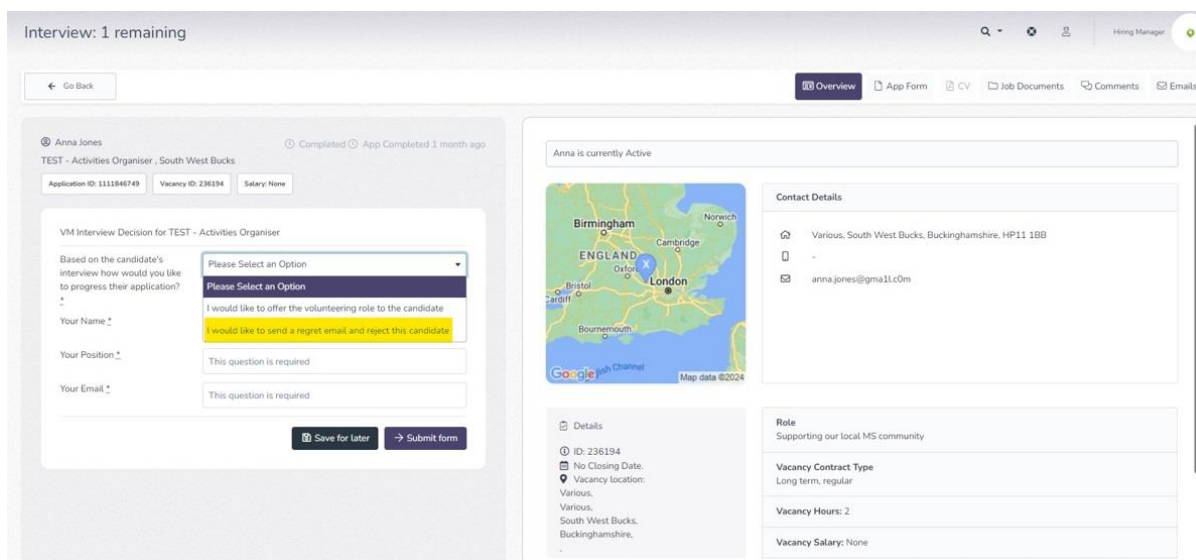
8.2 Candidate acceptance of a role

Once you offer the role to a candidate, they will receive an automated message (above) and be asked to either accept or reject it. You will receive a notification of their response.

If a candidate does not respond within 7 days of the offer, a second automated email prompt will be sent. If there is no response within 12 days of the offer, both the candidate and you will receive notification, withdrawing their application. You will need to complete the 'Application withdrawal' action, which will be outlined for you in that notification message.

8.3 Interview Decision: Rejecting a candidate after the interview

If, post-interview, you decided not to make an offer, please complete an Interview Decision form in the Volunteer Manager Portal, selecting 'I would like to send a regret email and reject this candidate' option:



You have 2 options for informing the candidate about their unsuccessful application, selected from the drop-down box (below):

Based on the candidate's interview how would you like to progress their application? *

I would like to send a regret ema... ▼

Your Name *

This question is required

Your Position *

This question is required

Your Email *

This question is required

Rejection Reason

Would you like to send a standard rejection email or provide your own feedback to the candidate? *

Please Select an Option ▼

Please Select an Option

Provide Own Feedback

Standard Rejection Email

You can send a 'Standard Rejection' email, with the text for 'Your Name', 'Your Position' and 'Your email' automatically inserted:

Dear [FirstName],

Thank you for taking the time to apply for the volunteering role of [JobTitle] and for talking to me about it. Unfortunately, on this occasion we decided not to offer this volunteering role to you.

We value the time you invested in your application and would encourage you to look out for other volunteering opportunities with us. We have a number of volunteering vacancies that may be suitable, which can be found [here](#).

We wish you every success with your search and thank you again for your time.

If you have any questions, please don't hesitate to contact [HRMemberEmail]

Yours sincerely,

[HRMember]

[HRMemberJobTitle]

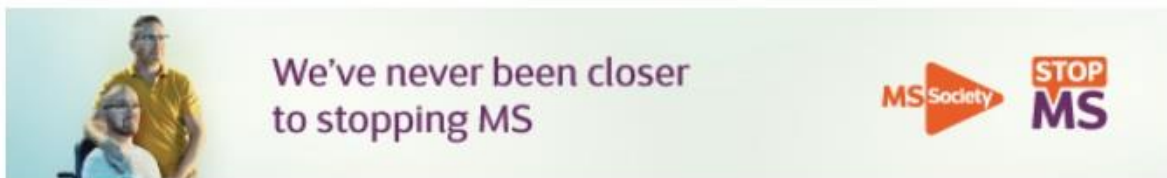
You can send a 'customised' rejection email via 'Provide own feedback' option and draft your own email message to the candidate. The text from 'Your Name', 'Your Position' and 'Your email' will be automatically inserted in the rejection email (below):

Please write your own rejection email to the candidate, specifying why they were not successful during this stage of a recruitment process.

Test

Test

Test



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9. Checking candidate's references:

Some roles require Reference Checks; if so, they will be generated automatically via REACH, once the candidate accepts the offer. The

candidate will then be asked to provide either one or two referees, who will in turn be contacted automatically to provide these references.

For some roles the Hiring Manager is responsible for checking references; for some others this is done by a staff member from the central team.

If you are required to check your candidate's references, you will receive an automated notification, with instructions on how to complete that action in REACH.

If we fail to collect the necessary references (despite automated 'chaser' messages to candidate and/or referees), you will be notified and will be asked to withdraw their application (this will be issued 28 days after the original reference request). You will need to complete the 'Application withdrawal', as explained in that notification.

10. Disclosure and allocation of a role requiring eLearning:

Where roles require a Disclosure check and/or completing eLearning, this will be conducted once the candidate has accepted your offer.

Once the candidate has accepted an offer, an automated message is sent to Volunteer Support team, informing them they need to start Disclosure and allocation of eLearning, if required. Volunteer Support team will communicate with the candidate about it, and inform them about steps they must take to complete the 'onboarding process'.

11. Candidate is ready to start volunteering with you

Once all necessary onboarding processes are completed, the candidate is ready to start volunteering. Volunteer Support Team will inform you and the candidate when this stage is reached.

12. Getting started

1. Contact volunteering@mssociety.org to request a REACH account. You will need an @mssociety.org.uk email address and have completed our GDPR e-learning. We will give you all necessary help to arrange this set up.
2. Log in, using details we will provide, at <http://recruiter.mssociety.org.uk>
3. Change your password and get started!

13. More on volunteer recruitment



If you're new to volunteer recruitment, looking for new ideas or adopting best practice:

- watch our online presentation [Steps to recruiting volunteers](#)
- read the [Recruiting volunteers](#) page on our website which includes guides on:
 - [Preparing to meet a potential volunteer](#)
 - [Agreeing the role](#)
 - [Welcoming and Inducting volunteers](#)

14. Feedback on this resources

Tell us what you think about this distance learning pack by completing [this short survey](#). Your feedback will help us to improve our resources when they're reviewed.

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