

Introduction

- The template emails below are suggestions as to how to make contact with your volunteers at different stages of the recruitment process.
- Please use them as a basis for your correspondence and make your amendments to suit the different requirements you may have.

General volunteering enquiry

Dear [INSERT NAME]

Thank you for your enquiry regarding volunteering at the RNLI. There are many ways in which you can get involved and you can visit our website to find out more, www.RNLI.org/Volunteering.

Our current volunteering opportunities can be found on our website, www.RNLI.org/VolRoles – here you can also sign up for an 'opportunity alert' so you are notified when suitable vacancies are advertised. If you don't find anything advertised locally to you, or if you have any questions about the volunteer roles on the website, you can email volunteering@rnli.org.uk for further information.

Thank you for your interest in volunteering for the RNLI. Volunteers are the heart of the RNLI and make up 95% of our people. They are ordinary people who do extraordinary things and without them we couldn't save lives at sea

With best regards

Holding email

Dear [INSERT NAME]

Thank you for your application and interest in the role of [INSERT ROLE TITLE]; without our volunteers the RNLI would not be able to operate the way it does today so thank you for getting in touch and offering your support.

I would like to apologise for the delay in progressing your application, we will be in a position to contact you again by [INSERT TIME FRAME] to advise you of the next steps. Should you have any queries in the meantime please do not hesitate to get in touch.

With best regards

Remember!

Keeping in touch and setting a clear time frame helps manage expectations of potential volunteers and assures them that their application has been received.

Potential volunteers that aren't kept informed may feel forgotten, lose interest, or accept another opportunity elsewhere. Volunteer managers should contact the applicant(s) as soon as possible but within 5 days of receiving the application.

Invitation to an informal chat

Dear [INSERT NAME]

Thank you for taking the time to complete your application for the role of Volunteer [INSERT ROLE TITLE]. We would welcome the opportunity to meet with you to discuss the role in more detail, share a little about our charity and find out some more about you.

We appreciate that you may have other commitments throughout the week, so if you would let me know your availability, we'll arrange a suitable time to meet. Should you have any special requirements please let me know at the same time.

If you have any questions, please don't hesitate to get in touch; I look forward to meeting you soon.

With best regards

Remember!

You will need to consider the applicants commitments - fitting the timing around their availability is key at all stages of the recruitment process. Offering a flexible meeting option, such as virtual/online, may help with this.

Successful for the role

Dear [INSERT NAME]

Thank you for applying for the role of volunteer [INSERT ROLE TITLE] and taking the time to discuss this in further detail with [INSERT NAME]. We feel that you have the skills for this role and would be delighted if you would like to join our team.

Please can you confirm that you wish to take up this role and I can arrange for [INSERT DETAILS REGARDING THE NEXT STAGE eg reference check details (if required); start/ induction date; completing introductions with the team etc].

If you have any questions, please don't hesitate to get in touch; I look forward to hearing from you soon.

With best regards

Unsuccessful or unsuitable for the role - general

Dear [INSERT NAME]

Thank you for applying for the role of volunteer [INSERT ROLE TITLE] and taking the time to discuss this in further detail with [INSERT NAME].

We are extremely grateful to everyone who enquired about the role. We had such a good response which has meant that we have found someone who closely matches the desired skill set; unfortunately, this means that we are not able to offer you this opportunity.

The RNLI welcomes every volunteer, and we endeavour to support individuals in making a contribution. We have other opportunities which may be suitable for you, and I would be delighted if you would consider looking through the list of opportunities that we currently have on our website, www.RNLI.org/VolRoles.

Volunteers are a fundamental part of the RNLI and with the support of people like you we can continue to save lives at sea.

With best regards

Unsuccessful or unsuitable for the role - crew

Dear [INSERT NAME]

Many thanks for your interest in becoming a crew member at one of our lifeboat stations. The RNLI welcomes every volunteer, and we endeavour to support each individual in making a contribution. We try to find a volunteering opportunity to match each individual, making use of the skills they can offer in helping to save lives at sea. Without our volunteers the RNLI simply would not be able to operate the way it does today.

[AMEND AS NECESSARY – Unfortunately, due to the conditions that our lifeboats operate in it is unlikely that you will be issued with an RNLI medical certificate to become a crew member.

Or,

Unfortunately, due to your current location, you will be unable to join the local lifeboat station as all volunteers are required to live or work within a radius of [INSERT DISTANCE].]

We would however be delighted if you would consider applying for one of our other volunteering roles - you can view the current opportunities available on our website, www.RNLI.org/VolRoles. If you are unable to find anything available in your area, please contact us at volunteering@rnli.org.uk and we will endeavour to assist you in finding a suitable opportunity.

With best regards

Applicant becomes uncontactable

Dear [INSERT NAME]

Thank you for your interest in the role of [INSERT ROLE TITLE]. We have been attempting to make contact with you over the last [INSERT TIME FRAME] to [INSERT PURPOSE eg arrange in informal chat, arrange your start date etc] – I hope that everything is ok.

I need to move forward with the recruitment of this role and would appreciate it if you can make contact with me by [INSERT DATE] to let me know whether you wish to progress your application - if I don't hear from you by this date, I will assume that you wish to withdraw from the process.

I hope to hear from you soon.

With best regards

Withdrawn role

Dear [INSERT NAME]

Thank you for your interest in the role of [INSERT ROLE TITLE]. Unfortunately, this role is no longer available, I apologise for any inconvenience caused. We currently have many other opportunities which may be of interest to you, and I would be delighted if you would consider looking through the list of opportunities that we currently have on our website, www.RNLI.org/VolRoles.

[IF APPROPRIATE INSERT - I would like to draw your attention to a role which has some similar skill sets to the one you applied for which you can find here [INSERT LINK TO OPPORTUNITY]; please let me know if this is of interest and I will forward your details across to the volunteer manager and ask them to contact you.]

Volunteers are a fundamental part of the RNLI and, without the support of people like you, we would not be able to save lives at sea. Please don't hesitate to contact me should you have any queries and I hope that you find an alternative volunteering opportunity very soon.

With best regards