



Ending homelessness.
Rebuilding lives.

Strategies, Policy & Research Volunteer

What will I be doing?

As a **Strategies, Policy and Research Volunteer**, you'll play a key role in turning data and client feedback into insights that shape St Mungo's strategies and improve services for people experiencing homelessness. You will contribute to evidence-based decision-making, support compliance, and help drive innovation across the organization as well as informing how we influence government in our Policy and Public Affairs work. You will ensure that client voices are heard and that the organisation continues to learn and adapt to meet their needs.

In this role, you will be supporting us with all or some of the following tasks:

- Our Client Feedback Survey: analysing data in Excel and digitising client feedback and to facilitate evaluation and reporting
- Developing and implementing our research framework and priorities and pooling best practice across the sector
- Supporting with strategy creation and development, as and when needed
- Creating internal briefings to inform on current affairs
- Increase understanding internally of how clients feel about the support they receive from us
- Adhering to St Mungo's Policies and Procedures at all times.

Where/ When will I be volunteering?

Initially for 6 hours per week in our Head office in Farringdon (we can cover travel and lunch expenses: to be discussed in your induction). We can explore increasing this as the placement develops.



Do I need to have any specific skills?

- Experience or interest in data management, monitoring and evaluating and analysing feedback
- An ability to communicate clearly and effectively, both verbally and in written form
- Responsiveness and attention to detail
- Flexibility and adaptability, for working on a variety of tasks
- An understanding of the causes of homelessness and its impact.
- Genuine interest in and commitment to St Mungo's work and client group.
- An understanding of and commitment to diversity & equality.

This role would be most suited for those who wish to gain professional experience working on a research project for a large charity.



What support will I receive in return?



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We have a dedicated team to support you in your volunteer journey with us. You can find out more about [what you'll gain from being a St. Mungo's volunteer on our volunteering webpages.](#)

We are also committed to progression at all levels and [we support and develop our volunteers](#) to ensure that they are best placed to make progress in their careers.

How do I get started?

[Apply online.](#) Or, contact us at volunteer@mungos.org or on 0203 856 6160 for further support.