

Professional help. Powerful change.

Matching professional skills with charitable organisations in the West of England.



Quartet
Community
Foundation

ProHelp



ProHelp West of England – the region’s skilled volunteering service

Share your expertise with local charities & community groups in the West of England

There are times when charities and community groups need more than funding. They are often in need of time limited support with specific areas that require professional expertise and services such as:

- HR – health checks, policy & procedure reviews, employment advice
- Legal – commercial property lease reviews & negotiation, data protection & privacy policy updates, intellectual property protection, changing legal structures, updating Articles of Association
- Professional building services – design, surveys, property & market rates advice, capital project management advice, structural engineering, valuations, planning advice
- Communications & creative design – branding, copywriting, website design, digital strategy, SEO & Google analytics training
- IT - software training e.g. Microsoft Teams & advice on CRM systems and cyber security
- Business planning - strategy, coaching and mentoring, facilitation, financial management systems
- Non-detailed financial, tax or VAT advice
- And more....!

Quartet’s ProHelp service matches these organisations with businesses and individuals who want to volunteer their time, skills and expertise to make a social impact.

Any business can get involved. And for Quartet fundholders, it can also be a practical way to broaden their impact by making both grants and sharing some of their time and expertise with local organisations, where they most need it.

Our team have in depth knowledge of the voluntary sector in the West of England and can advise you on current initiatives and issues across the region. In addition, our Pro Manager can also make introductions and help to grow your connections with the sector.

Who do we help?

Quartet ProHelp supports both new and established charities and community organisations that are:

- Based & operating in the West of England (Bath & NE Somerset, Bristol, North Somerset, South Gloucestershire).
- Working to strengthen communities experiencing inequalities and disadvantage; & or improve the lives of local people who face difficulties and have limited access to appropriate or affordable services and support.

We support small local charities and community organisations which may not be able to afford some professional services. This means we will prioritise those with an income under £1 million, particularly those with an income under £0.5 million.

Organisations are matched with support if they are understood to be able to make sufficient time available to work with & communicate in a timely manner with our ProHelp volunteers.

How it works

- Our Pro bono Manager will work with you to understand the types of skills, services and time your business may be able to offer, as well as any specific social issues that you may be passionate about supporting.
- They will then share any volunteering opportunities that may be relevant to you, as and when charitable organisations contact ProHelp for some pro bono support. You can share these opportunities internally and decide whether any of these may or not be of interest.
- If you or another employee would then like to have an informal chat with the Pro bono Manager or the charity about a particular opportunity, we will make an introduction and help to arrange an initial call (usually online). This is a good opportunity to meet the charity's main contact and begin to decide if you would like to offer support.
- The Pro bono Manager will stay in touch with you and the charitable organisation during the volunteering project and provide any assistance if needed.
- When a specific volunteering project is completed, the Pro bono Manager will ask the main contact within the business or the employee volunteer (depending on your preferences) to complete a short online feedback survey. This is an important step to help us capture and demonstrate the social value being delivered by our ProHelp supporters.

We will then send you a **bespoke ProHelp volunteering certificate** which highlights the support provided and some feedback from the charity/ group. These can be provided for each volunteer and also an overall **ProHelp Supporter certificate** for your business which demonstrates the social value provided. We also share a ProHelp Supporter **digital badge** to use however you wish.

Q&A

Is there a cost for using ProHelp to broker our skilled volunteering activities?

Quartet provides the ProHelp service to help local voluntary sector organisations access the specific professional skills, support and services they need to deliver vital services for our communities. Equally, ProHelp provides a service for our business supporters which helps them to deliver social value where it matters and provides worthwhile and rewarding skilled volunteering opportunities for their employees.

Quartet underwrites the entire costs of providing this ProHelp service for both businesses and charities, and currently there is no required fee for businesses in order to use and benefit from this service. Instead, **businesses are asked to consider making a voluntary contribution towards the costs** of delivering ProHelp, to help sustain this valuable local service.

Are there minimum time or any other commitments for the volunteering activities?

No, you choose to get involved as little or often, where & whenever suits your business.

Can we do any external promotional comms to celebrate the support we have provided to charities?

Yes, in fact we encourage it, on agreement with your charity partner, and we can also explore opportunities for joint comms between Quartet & the charity(s) that you have supported. As well as demonstrating your values as a business, this can also help to generate further interest in the charity and even encourage more like-minded businesses to support charities with ProHelp.

If you have any other questions, please get in touch with our Pro bono Manager, John Stienlet: john.stienlet@quartetcf.org.uk

Scan the QR code or click [here](#) to view the ProHelp webpage which includes a short film

