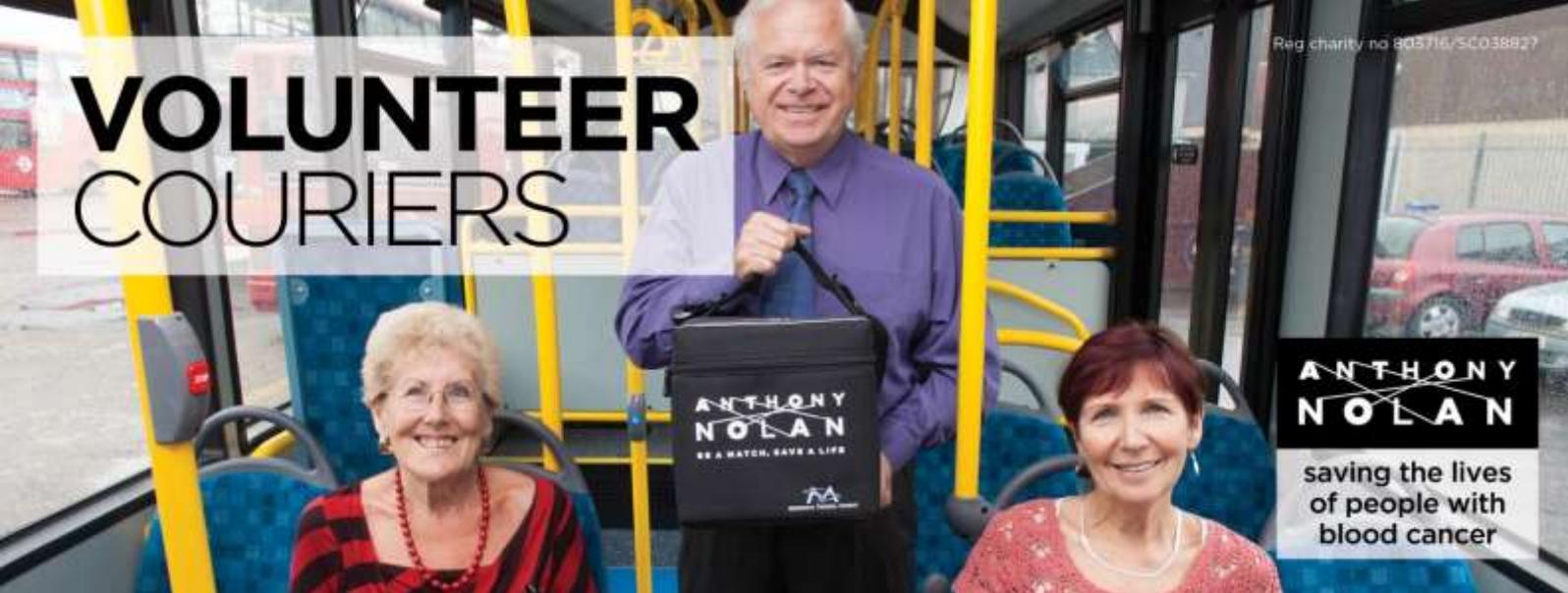


VOLUNTEER COURIERS

Reg charity no 805716/SC038827



Why you're important

Anthony Nolan saves the lives of people with blood cancer and blood disorders. Every day, we match incredible individuals willing to donate their blood stem cells or bone marrow to people with blood cancer and blood disorders who desperately need lifesaving transplants.

This is only possible thanks to our valiant volunteer couriers. They're the superheroes at the heart of everything we do – travelling around the UK and the world.

Once a person donates stem cells they need to reach their recipient within 72 hours. Our brilliant team of volunteers take the stem cells wherever they need to go. And that could be anywhere in the world.

What the role involves

- Initially you'll make three trips to transplant centres in Greater London, followed by a further three around the UK. After that you may be asked to complete international trips, as and when they come up, but we will still need your ongoing help with UK trips.
- The destination and length of the trip depends on the location of the donors and patients. As most of our collection centres are in London, journeys usually start there and we'll need you to make collections early in the morning.
- We use public transport for domestic trips and air travel for international trips. This mainly involves travel to Europe but very rarely can include destinations as far as Australia.
- The role also involves receiving and verifying paperwork that documents the collection and safe delivery of the stem cells. After your journey we'll need the paperwork returned to us by post within 24 hours.

What skills and experience you need

To be a volunteer courier you'll need to be:

- An experienced and confident traveller. Public transport is used for most trips, and for international trips you'll need to travel by air.
- Responsible, reliable and dependable. It is crucial that the stem cells are delivered within the 72 hour window, so you'll need to be prepared to put in the time, energy and dedication needed to make this happen.
- Adaptable, with great problem solving skills. Although most of our trips go smoothly sometimes situations do arise during a courier trip, so you'll need to be able to remain calm and think on your feet. For example, in 2010 air travel was thrown in to disarray by the

Icelandic volcanic eruption – our couriers had to find alternative ways to get the cells back safely.

- Between the age of 18 and 75. Our insurance policy is not eligible for people over the age of 75.
- In good shape. You'll be travelling long distances, carrying a heavy medical transplant box and dashing for planes and trains so you'll need to be strong and quick on your feet.
- Flexible and able to give several consecutive whole days during the week (including overnight stays) on a regular basis. Our transplants can be scheduled, postponed and cancelled at short notice. We send a list to our volunteer couriers every week to ask about their availability.
- Based in London. Our clinics are located here, so we need people who live in the city.
- Confident with email, social media, internet navigation and using new technology such as apps and smart phone devices.

What you can expect from us

Support

- You will be supported in your role by our Volunteer Managers
- We will arrange your international travel arrangements, including buying flight tickets and booking hotels
- You will be provided with an induction to your role and bi-annual training days

Expenses

- If you incur expenses as part of your role (e.g. lunch) we'll reimburse them in line with Anthony Nolan's expenses policy.
- You'll also be covered by our medical and travel insurance.

How much time it will take

As the destination and length of the trip depends on the location of the donors and patients, trips can take anything from an hour to several days.

As our transplants can be scheduled, postponed and cancelled at short notice we expect that our couriers are able to give several consecutive whole days during the week (including overnight stays) and are flexible about when and where they travel to.

Ideally we would like someone who is able to make at least six trips a year and many of our couriers do many more if they wish to.

As it can take up to six months to complete the training to become a courier we hope that volunteers are able to continue in role, without any gaps, for at least one year.

We also expect our couriers to be available to attend training sessions twice a year.

What next?

If you're interested in the role, please fill in our application form. If you're shortlisted we will ask you to attend an informal interview to talk about your skills and experience.

If successful we'll ask you to provide references and complete a short medical questionnaire. We will ask you about any medical conditions that you may have, including diabetes, heart disease and asthma to make sure you are able to carry out the role safely. This questionnaire will also ensure that you are covered by our insurance for international travel.