
Volunteer Management Platform

Service Definition | Lot: Cloud Software (Lot 2) | Supplier: Cloudable Ltd

1. Service Overview

Summary

OpsReady is a comprehensive cloud-based volunteer management platform designed specifically for emergency services, public sector organisations, and charities managing volunteer workforces.

Built by practitioners for practitioners, OpsReady streamlines volunteer scheduling, compliance tracking, communications, and development — replacing fragmented spreadsheets and legacy systems with a modern, intuitive platform.

Target Organisations

- Police Forces (Special Constabulary, Police Support Volunteers, Cadets)
- Fire & Rescue Services (Retained firefighters, Community volunteers)
- Ambulance Services (Community First Responders)
- Search & Rescue organisations
- Charities with volunteer programmes
- Any public sector organisation managing volunteers

2. Features and Benefits

Core Modules

Duty & Shift Management

- Create and publish duties, shifts, and events
- Volunteer self-service booking
- Recurring duty templates
- Skill-based duty matching
- Real-time capacity tracking
- Calendar integration (ICS/iCal export)
- Check-in/check-out with timestamps

Benefit: Reduce administrative burden by 70%+ through self-service booking and automated scheduling.

Availability Management

- Volunteers submit availability windows
- Visual availability calendar

- Conflict detection
- "Who's working" real-time dashboard

Benefit: Know who's available at a glance, improving response times and coverage.

Communications

- Internal messaging (1-to-1 and group)
- Organisation-wide broadcasts
- Message threading and search
- Read receipts and acknowledgements
- Draft messages and templates
- File attachments

Benefit: Centralised, auditable communications replacing scattered emails and WhatsApp groups.

Document Management

- Secure document library
- Version control and history
- Role-based access control
- Download tracking and audit logs
- Acknowledgement requirements for critical documents

Benefit: Single source of truth for policies, procedures, and briefings.

Personal Development Plans (PDP)

- Competency frameworks
- Development pathways
- Evidence submission and review
- Progress tracking
- One-to-one meeting scheduling
- Goal setting and tracking

Benefit: Structured volunteer development improving retention and capability.

Training Records

- Course management
- Training completion tracking
- Automatic expiry alerts (90/60/30 days)
- Certification management
- Training session scheduling with attendance

Benefit: Never miss a training renewal; ensure compliance automatically.

Expense Management

- Digital expense submission
- Receipt upload and validation
- Multi-level approval workflows
- Duty-linked expenses
- Export for finance systems

Benefit: Streamlined expense processing, reduced paperwork, complete audit trail.

Compliance & Working Time

- Working Time Regulations tracking
- Maximum hours monitoring
- WTR opt-out management
- Breach alerts and notifications
- Compliance reporting

Benefit: Automated compliance monitoring reducing legal risk.

Driver & Vehicle Checks

- Driver licence tracking with expiry alerts
- Daily vehicle inspection records
- Certification management
- Driving authorisation workflow

Benefit: Ensure only qualified, authorised volunteers operate vehicles.

Incident Reporting

- Comprehensive incident report forms
- Photo/evidence upload
- Witness statements
- Investigation workflow
- Corrective action tracking
- Trend analysis

Benefit: Proper incident documentation supporting continuous improvement and legal protection.

Safeguarding & Compliance

- DBS check tracking with expiry alerts
- Reference tracking and verification
- Age-appropriate role restrictions
- Insurance compliance monitoring

Benefit: Maintain safeguarding compliance with automated tracking and alerts.

Reporting & Analytics

- Pre-built report templates
- Custom report builder
- Export to CSV/PDF
- Dashboard analytics
- Trend visualisation

Benefit: Data-driven insights into volunteer activity and organisational performance.

3. Service Delivery

Deployment Model

OpsReady is delivered as a fully managed Software-as-a-Service (SaaS) solution:

- **Hosting:** Microsoft Azure (UK data centres)
- **Access:** Web browser (Chrome, Firefox, Safari, Edge)
- **Mobile:** Responsive web app for all devices
- **Availability:** 99.5% uptime SLA

No Installation Required

Users access OpsReady through any modern web browser. No software installation, plugins, or local infrastructure required.

Updates

- Continuous deployment model
- New features released regularly
- All updates included in subscription
- No downtime for standard updates
- Advance notice for major changes

4. Onboarding

Implementation Process

Phase	Duration	Activities
Discovery	Week 1	Requirements gathering, org structure mapping
Configuration	Week 2	Platform setup, branding, permissions
Data Migration	Week 3	User import, historical data (if required)
Training	Week 4	Admin training, user guides, go-live prep
Go-Live	Week 5	Launch, hypercare support

Total implementation: 4-6 weeks typical

What We Need From You

- Organisation structure and hierarchy
- User list (name, email, role)
- Any existing data to migrate
- Key contacts for each department/team
- Branding assets (logo, colours)

Training Included

- Remote admin training session (2 hours)
- User quick-start guides
- Video tutorials
- Online help centre access

5. Offboarding

Data Export

At contract end, organisations can export:

- All user data (CSV)
- Documents and files
- Duty/shift history
- Expense records
- Audit logs

Export available for 30 days after contract termination.

Data Deletion

On request, all organisation data permanently deleted within 30 days of contract end, with written confirmation provided.

6. Support

Standard Support (Included)

Channel	Hours	Response Target
Email	Mon-Fri 9am-5pm	24 hours
Help Centre	24/7	Self-service
In-app chat	Mon-Fri 9am-5pm	4 hours

Escalation Path

1. **Level 1:** Help desk / general queries
2. **Level 2:** Technical support
3. **Level 3:** Development team
4. **Account Manager:** Relationship and contract issues

Service Status

Real-time service status page available at status.opsready.cloud

7. Security

Data Protection

- **Data Location:** UK only (Azure UK South/UK West)
- **Encryption at Rest:** AES-256
- **Encryption in Transit:** TLS 1.3
- **Access Control:** Role-based with row-level security
- **Authentication:** Email/password with optional SSO
- **Session Management:** Automatic timeout, device tracking

Compliance

- GDPR compliant
- UK Data Protection Act 2018 compliant
- Cyber Essentials certified
- ISO 27001 aligned controls

Security Features

- Full audit logging of all user actions
- Row-level security (RLS) on all database tables
- Regular security assessments
- Automated vulnerability scanning
- Incident response procedures documented

SIEM/SOAR Integration (Enterprise)

For organisations with security operations centres:

- Security event logging (60+ event types)
- Splunk, Elastic, Sentinel integration
- CEF/LEEF format support
- Real-time webhook delivery

8. Data Handling

Data Ownership

All data entered into OpsReady remains the property of the customer organisation.

Data Processing

OpsReady processes data as a Data Processor on behalf of the customer (Data Controller), in accordance with a Data Processing Agreement.

Backup & Recovery

Backup Frequency	Daily
Retention	30 days

Recovery Point Objective	24 hours
Recovery Time Objective	4 hours

Sub-processors

Service	Purpose	Location
Microsoft Azure	Hosting & infrastructure	UK
Supabase	Database & authentication	EU (data stored UK)
SendGrid	Transactional email	EU

Full sub-processor list available on request.

9. Technical Requirements

Browser Support

- Google Chrome (latest 2 versions)
- Mozilla Firefox (latest 2 versions)
- Microsoft Edge (latest 2 versions)
- Apple Safari (latest 2 versions)

Network Requirements

- HTTPS (port 443)
- Minimum 2 Mbps per user
- No VPN required

Accessibility

- WCAG 2.1 AA compliance target
- Keyboard navigation support
- Screen reader compatible
- High contrast mode available

10. Limitations and Constraints

What OpsReady Does NOT Include

- Payroll processing
- HR case management
- Occupational health records
- Criminal records bureau (DBS) checking service (tracks records only)
- Time & attendance hardware

Service Constraints

- Maximum 10,000 users per organisation

- File uploads limited to 25MB per file
- Data retention: Active data unlimited; deleted items purged after 90 days
- API rate limits: 1,000 requests/minute

Dependencies

- Internet connectivity required for all features
- Modern web browser required
- JavaScript must be enabled

11. Pricing Summary

See separate Pricing Document for full details.

Item	Price (excl. VAT)
Per volunteer/year	£55.00
Implementation (one-time)	£4,000.00
Admin/Coordinator users	Included
API Integration	£4,000 setup + £2,500/year

12. Contact

Sales & General Enquiries: info@cloudable.biz

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