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**Volunteer Co-ordinator**

**Job Description**

**Responsible to** People and Operations Manager

**Responsible for** Volunteers

**Purpose of post**

* To support the delivery of the Trust’s strategic aims, with a focus on developing and establishing effective volunteer co-ordination throughout the organisation.
* To lead the delivery, monitoring and reporting of a robust and sustainable approach to volunteer management within the Trust, ensuring the best possible experience for our volunteers.

**Background**

Our vision is for a Wilder Birmingham and Black Country with more green and wild spaces where nature thrives, and where everyone has an equal opportunity to access nature in their daily lives.

The Birmingham and Black Country Wildlife Trust is a local charity uniquely protecting the wildlife of Birmingham, Dudley, Sandwell, Walsall and Wolverhampton. We are one of 46 local, independent Wildlife Trusts working for nature’s recovery across the UK. We work to conserve biodiversity, improve the environment and raise awareness and understanding of wildlife issues. We have over 7,000 members and have projects, nature reserves and environment centres across the area. We have exciting and ambitious plans to develop the Trust to help wildlife and engage more people with nature.

As a member of the Resources Department, the Volunteer Co-ordinator will support the effective operations of the Trust.

**Key Tasks and Responsibilities**

**Programme Development:**

* Lead on implementing the Trust’s Volunteer Strategy.
* Proactively promote the Trust’s volunteering opportunities through appropriate channels, act as point of contact for enquiries and offer support as required.
* In collaboration with existing volunteers, and colleagues across the Trust, develop a mentoring programme to support skills sharing and specialisms.
* Oversee planning and delivery of volunteer training, in order to deliver the Trust’s strategic goals.
* Develop a consistent approach to managing volunteers and monitoring volunteer activity across the whole of the Trust.
* Be the ‘voice for volunteers’ in decisions affecting the Trust.

**Resource Development:**

* Support People and Operations Manager in the creation and maintenance of a volunteer handbook.
* Lead on development of a consistent volunteer recruitment and induction process.
* Develop and co-ordinate a high-quality programme of training for volunteers.
* Liaise with Communications Department to co-create marketing plans to promote volunteering with the Trust.

**Volunteer Support:**

* Lead on the recruitment and general induction of volunteers.
* Co-ordinate and schedule volunteer communications (including e-newsletter and annual survey).
* Generate volunteer-focused content for e-newsletters and other print and digital channels, in conjunction with the Communications Department.
* Respond to enquiries about volunteering and co-ordinate distribution of resources.
* Ensure volunteer data is kept up-to-date, accurate and held securely in our database.
* Maintain appropriate records of volunteer activity, supporting, monitoring and reporting for various departmental needs.
* Celebrate the work of our volunteers, through appropriate methods including the promotion of national initiatives (e.g. National Volunteers Week).

**Other duties:**

* Work closely with colleagues across the organisation, supporting the delivery of their work through volunteer participation and other project outputs.
* Stay abreast of legislation affecting volunteers.
* Act as an ambassador for the Trust, forming and maintaining positive relationships with volunteers, visitors and other organisations, and promoting membership wherever possible.
* Attend such meetings and Trust committees as may be required.
* Carry out any other reasonable duties commensurate with the level of responsibility of the post, as requested by your line manager or the Chief Executive.

**Other items**

* The nature of this post means that out of hours and weekend working will sometimes be required, for which time off in lieu will be granted
* This post is based at the Wildlife Trust’s head office, however, travel to other Trust sites or elsewhere (including nationally) as the need arises will be required.
* The post-holder will abide by all Trust policies including equal opportunities, health & safety, safeguarding and data protection.

**Person Specification**

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| **Qualifications** | **Essential** | **Desirable** |
| Relevant degree or equivalent experience |  | ✓ |
| Driving license |  | ✓ |
| **Experience** | **Essential** | **Desirable** |
| 2 years’ volunteering in environmental or community settings | ✓ |  |
| 2 years’ working to coordinate volunteer recruitment and support across an organisation | ✓ |  |
| 2 years’ developing and implementing systems to support volunteer management and monitoring | ✓ |  |
| Designing, coordinating and delivering programmes of training |  | ✓ |
| Delivering presentations to community groups and engaging diverse audiences at public-facing events | ✓ |  |
| Practical work or volunteering in outdoor urban environments | ✓ |  |
| Developing resources to support volunteers | ✓ |  |
| Writing and applying for funding bids and grants |  | ✓ |
| Using social media as a tool to engage people and promote a cause |  | ✓ |
| Handling and processing personal and sensitive data in a database | ✓ |  |
| **Knowledge** | **Essential** | **Desirable** |
| The barriers that deter local people from engaging with nature | ✓ |  |
| The diverse communities of Birmingham and the Black Country | ✓ |  |
| What motivates people to volunteer for organisations such as the Wildlife Trust | ✓ |  |
| The habitats, wildlife and wild places found in Birmingham and the Black Country |  | ✓ |
| How to ensure data collection and processing complies with relevant legislation | ✓ |  |
| **Skills** | **Essential** | **Desirable** |
| Excellent written and verbal communication skills including report writing | ✓ |  |
| Flexible and confident working in outdoor, community and office environments | ✓ |  |
| Ability to take initiative, work independently and within a team | ✓ |  |
| Good organisational and time management skills; able to prioritise workloads effectively, meet deadlines and monitor the outcomes | ✓ |  |
| Ability to design and deliver training sessions | ✓ |  |
| IT literate and competent in Microsoft Office packages | ✓ |  |
| **Qualities** | **Essential** | **Desirable** |
| Be enthusiastic about Birmingham & the Black Country and its rich landscape | ✓ |  |
| Commitment to the Trust’s vision, mission and values | ✓ |  |

**General Terms and Conditions**

**Pay-scale** Senior Project Officer - Grade 3 Point 7

**Salary**  £24,740 FTE per annum, actual salary dependent on hours

**Pension** The Trust contributes 7% to an employee pension scheme. Full details will be provided.

**Hours of Work** Part-time: hours negotiable (minimum 15 hours per week, potential for growth)

Overtime is not paid but time off in lieu may be taken where appropriate.

**Duration of post** Permanent.

All new employees undertake a probationary period of 6 months, in which time they are expected to demonstrate their suitability for the post.

**Holidays** 28 days’ annual leave including 3 to be taken over Christmas and New Year, plus statutory public holidays (pro-rata dependent on hours worked).

**Place of work** Based at the Trust’s Head Office at Centre of the Earth at 42 Norman Street, Winson Green, Birmingham B18 7EP - however, the Trust have flexible working policies, with staff able and supported to work from home. This role will involve some travel to sites across Birmingham and the Black Country, as needed.

**Equal Opportunities** We are committed to ensuring transparent and non-discriminatory recruitment and employment. As a progressive charitable organisation, we champion equal opportunities and welcome applications from all sections of the community, regardless of any protected characteristic.