  

**JOB DESCRIPTION**

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| **Job Title** | Volunteering Co-ordinator |
| **Reports To** | Business Support Manager |
| **Responsible for** | Volunteers |
| **Team** | Business Support |
| **Job Purpose** |  To champion, organise and develop volunteering across SWT and SERC: supporting, identifying and recognising existing volunteers whilst innovating and attracting a new generation of volunteers to support SWT’s and SERC’s work. |
| **Position**  | 5 days per week (or 4 days) – Based in Taunton with evening and weekend working. |
| **Working Relationships** | ***Internal:*** All staff, trustees and volunteers within SWT and SERC. |
|  | ***External:*** Partners, SWT members, the general public, community groups and organisations, suppliers and contacts from other Trusts |
| **Job Description – Key Responsibilities and Tasks*** **Volunteering Strategy.** To develop and deliver the Volunteering Strategy, based on best practice, that outlines how we will develop all our volunteering opportunities to benefit the Trust and our volunteers.
* Work with staff and volunteers to create diverse volunteering opportunities that help to implement the volunteering strategy.
* Develop and implement a series of success measures, linked to the volunteering strategy and the wider SWT aims and objectives, to understand the impact volunteering has on our organisation and on the skills, health and wellbeing of our volunteers.
* **Recruitment.** Maintain and develop volunteer recruitment to meet the needs of the Trust including representing the Trust at key events in order to promote volunteering opportunities.
* In liaison with the Communications team, promote communication of volunteering activities and opportunities right across the Trust.
* Ensure the volunteer pages on the website and social media are updated to show to show volunteer vacancies, event calendar and volunteer ‘job’ descriptions.
* Focal point for volunteering applications. Responsible for processing, recording and forwarding applications to the relevant departments
* **Volunteer Support.** Ensure that volunteers are supported as an integral part of the organisation including attending regular practical volunteer tasks to keep in touch with volunteer needs and concerns.
* Develop and manage Somerset Wildlife Trust’s Volunteer Budget that allows SWT to offer training and resources to support volunteers and their development.
* Designated safe-guarding officer for Volunteers. (training will be provided)
* Recommend and ensure volunteers receive recognition and thanks from the Trust, supporting staff where necessary to run volunteer events, training days and other occasions.
* Plan, organise and deliver the annual Volunteer Conference and monthly volunteer e-news letter.
* Make arrangements for volunteer events and training courses; prepare materials and represent SWT by attending where appropriate.
* Update volunteer induction materials (tailored to role) including H&S. Ensure that inductions are in place for all new SWT and SERC volunteers.
* Develop and co-ordinate our work experience, student placement and trainee programmes, including liaising with education providers in the local community. Advise volunteers and staff on related health and safety requirements and support when required.
* **Data Management.** Ensure that Volunteer electronic and paper volunteer records are up to date, centrally held and accessible records to those who need them in line with prevailing Data Protection legislation.
* Develop and maintain the volunteer database to enable SWT to create an accurate picture of volunteering activity across the Trust.
* Maintain a volunteer training database in order to forecast future Volunteer training needs.
* Design and produce reports to enable the extraction of statistical data from the volunteer database.
* Supply volunteering data and evaluation for to support funding bid writing and reporting.

**General*** The job holder is required to follow and comply with all policies and procedures of the Trust, which includes the Trust’s Health and Safety procedures in the workplace, ensuring personal safety and the safeguarding of the interests and safety of all staff, trainees, visitors, and others at the Trust.
* To uphold the working values and expectations of the Somerset Wildlife Trust.
* To carry out other duties relevant to the post as reasonably required by their line manager.
* Enhanced DBS checks will be required.
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| **PERSON SPECIFICATION** |
| To succeed in this role you will need to demonstrate: |
|  | ***Essentials*** | ***Desirables*** |
| **Qualifications** | A levels or equivalent GCSE English and Maths | Relevant degree level qualification or equivalent  |
|  | Full UK Driving Licence |  |
| **Experience/Knowledge** | Minimum of 2 years managing volunteers | Experience of recruiting volunteers – understanding the principles of volunteer engagement |
|  | Experience of designing delivery programmes or writing strategies to direct organisational aims and objectives  | Experience in monitoring and coordinating projects Experience of managing budgets |
|  | Experience of using databases and/or spreadsheets.  | Experience of setting up databases and spreadsheets |
|  | IT literate and competent with Microsoft Office software including Outlook, Word and Excel  | Knowledge of Health & Safety  |
| **Skills** | Excellent communication skills both written and oral, demonstrating the ability to communicate enthusiastically to positively impact on others – especially those contacting the Trust for the first time | Ability to acquire new knowledge with easePresentation Skills |
|  | Excellent administrative skills and time management skills with a high level of initiative and common sense in order to solve problems as they arise |  |
|  | Able to meet key objectives and tasks within an agreed timeframe |  |
|  | Excellent customer service skills for internal and external ‘customers’ providing reliable, responsive service |  |
| **Attributes** |  |  |
|  | Interested in wildlife and the environment. |  |
|  | Ability to work positively and proactively with staff and volunteers. |  |
|  | Highly organised and confident Team player who can work independently and with a ‘can-do’ attitude. | Able to maintain focus on priorities  |
|  | Flexible and adaptable in a busy working environment with the ability to work out of normal working hours and locations as required. | Willing to adapt and respond to changing situations with support |

**THE TRUST’S WORKING VALUES AND EXPECTATIONS**

**Working Values and Expectations**

* Our aim is to ensure that our workplace is challenging, enjoyable and rewarding and that there is a real sense of team spirit. All staff should actively contribute to this.
* We value innovation, enthusiasm and commitment to our cause of protecting wildlife for future generations. Working for the Trust means making an impact and having a say in the work that we do.
* Each individual is encouraged to make an effective contribution and everyone’s involvement is valued.
* Verbal communication is highly valued.
* To proactively and flexibly work as a member of the wider team, supporting others, responding to the Trust’s needs.
* To uphold and actively promote compliance with the Trust’s standards and policies including Equality and Diversity, standing orders and financial regulations.
* Each individual will keep fully abreast of developments in best practice, regulatory and statutory requirements relating to your area of responsibility.
* In order to meet our challenging income targets, we work in a dynamic and adaptable way both within and across teams. Contributing to raising funds for our work, at a range of levels, is a vitally important part of everyone’s role.
* Our working culture is framed around projects, requiring excellent project management and active project participation from everyone involved – often requiring staff to move seamlessly from operational to strategic within and across teams.
* The expansion of our volunteering programme must be championed by all staff. Staff are expected to positively engage with volunteers to ensure the Trust’s success.