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**Job description**

**Job title: Volunteer Coordinator**

**Job purpose:** To create opportunities for volunteers to support GWT at all levels and to benefit volunteers and the organisation through these relationships. To grow and diversify our volunteer base, creating relevant opportunities for all ages and abilities to contribute to our work. To support these volunteers throughout their journey, to ensure they enjoy their time with us and that there is a progression route to develop skills, experience and take action for nature.

**Salary:** £24,000 per annum, full time, permanent.

**Responsible to:** Head of Engagement

**Responsible for:** GWT volunteers

**Liaison with:** GWT volunteers, Director of Engagement and Fundraising, all staff teams (reflecting the complete integration of volunteers within the Trust), external partners and stakeholders.

**Introducing Gloucestershire Wildlife Trust**

We are Gloucestershire Wildlife Trust – the largest membership organisation in the county dedicated to local wildlife. We work closely with local communities, landowners and partners to deliver much-needed conservation work across more than 1000 hectares of nature reserves, and within the wider landscape of Gloucestershire. 28,000 members in Gloucestershire support our work, with hundreds regularly volunteering time and commitment.

Our mission is a simple one – to value nature. Our ambition is to restore, recreate and reconnect Gloucestershire’s wild places. We want everyone in Gloucestershire to value, enjoy and share the natural world.

Our priorities are outlined in our Strategic Plan: Wild Places, Natural Solutions - <http://www.gloucestershirewildlifetrust.co.uk/about-us/who-we-are/strategic-plan>

At the Gloucestershire Wildlife Trust, we believe in supporting and caring for all our colleagues with honesty. We are rooted in our communities and our aim is to make nature inclusive for all. We pride ourselves in being champions for wildlife, advocating passion and pioneering sustainable methods for natures recovery.

Our values reflect each of us being:

A CARING COLLEAGUE – supportive and honest

Behaviours: We are considerate, honest and fair. We make time for each other and actively listen to others concerns or barriers before responding and finding solutions together

ROOTED IN OUR COMMUNITIES – making nature inclusive

Behaviours: We respect each other’s views and recognise and value our different backgrounds and lived experiences.

CHAMPIONS FOR WILDLIFE – passionate and pioneering for nature’s recovery

Behaviours: We have an urgency for action. We are open to new ideas, encouraged to take risks together, finding creative solutions and learning from our mistakes.

ARC symbolises the values we stand for, we have a shared culture with smooth connections between all parts of our organisation, creating an infinite circle of life and wellbeing for our countryside.

Gloucestershire Wildlife Trust expects its staff, paid and unpaid, to carry out their duties in a way which consistently exceeds the regulations and expectations of society at large in matters ethical and environmental. The Trust will ensure that its staff receives appropriate training and development opportunities based on a documented personal annual appraisal.

**Introduction to the role**

The volunteer coordinator is a key role within Gloucestershire Wildlife Trust, supporting over 500 volunteers to allow vital work to take place across the county. Volunteers support all areas of GWT’s work, from office admin, through to outdoor practical opportunities. The volunteer coordinator supports the recruiting, coordinating and admin of volunteers, ensuring they have everything they need to carry out their duties effectively and safely. The Volunteer Coordinator also supports staff across GWT with developing roles, as needed, and training to ensure staff can support volunteers effectively. The Volunteer Coordinator ensures effective communication with volunteers, so they fully feel part of GWT’s work and understand our mission and strategy, updates and reviews volunteer policies and manages records on our CRM database.

**Outline of main responsibilities**

* Work with the Head of Engagement to deliver a strategic review of volunteering needs so that it provides volunteering opportunities relevant to delivering the strategic plan.
* Work with staff to develop a range of volunteer opportunities throughout the Trust. Help to adapt staff processes and training to ensure that the importance of volunteering is recognised and catered for.
* Publicise volunteer opportunities and grow our supporter base through the recruitment of a diverse pool of new volunteers and members, prioritising a high-quality delivery, and providing or arranging training. Update written materials and documentation on policy and procedures as required.
* Identify opportunities for long and short-term student placements to contribute to GWT’s work
* Work with Head of Engagement to develop funded projects that improve our volunteering offer. Supply volunteering data and evaluation for to support funding bid writing and reporting. Report regularly on progress.
* Ensure that up to date, accurate records of volunteers and associated volunteering activities across the Trust are kept, accessible to those who need them and that record keeping complies with GDPR legislation.
* Ensure compliance with health and safety legislation and adhere to the Trust's Health and Safety Policy at all times.
* Prepare and manage the GWT Volunteer Budget, including resources, development and training.
* Occasional supervision of volunteers / volunteer teams

**Liaison, marketing and recruitment**

* Ensure that effective and efficient liaison is maintained with staff and volunteers. Provide regular communications to the volunteers. Ensure that the volunteer pages on the website and social media are updated with relevant news, information and vacancies.
* Carry out occasional relevant surveys.
* Attend and represent the Trust and partner organisations at external meetings, conferences, seminars, and public gatherings relating to the Trust in the area.
* Distribute membership, promotional and recruitment literature where appropriate.
* Liaise with the Communications Manager for all promotional material and publications and for all contact with the media.

**General**

* Be proactive in supporting cross functional team working across the Trust
* Maintain the Trust’s brand and image and raise its profile and influence amongst key decision makers and funders.
* Ensure all Trust communications are produced to quality standards, within corporate identity guidelines and within agreed budgets
* Keep health and safety matters as the overriding determinant at all times and in all circumstances
* To undertake other tasks and activities commensurate with this role, as required by the Head of Engagement, Director of Engagement and Fundraising, or Chief Executive
* Present a friendly, professional, confident and tidy appearance.

**Qualifications and Skills required**

The Volunteer Coordinator must be able to prioritise work towards the role’s objectives and in accordance with the team’s Delivery Plan. A full driving licence is necessary to perform this role.

**Knowledge and experience:**

*Essential:*

* Volunteer recruitment, training, support and monitoring
* Organising mixed ability volunteers individually and in teams, in different roles
* Event organisation
* Engagement with external partners at a strategic level as well as delivery level
* Using practical risk assessment for range of activities, event and audiences
* Organising and overseeing volunteer network events
* Managing volunteer databases
* Working with people of varying abilities, interests, and priorities
* Volunteer legislation and policies
* Microsoft Office suite and a range of other database, events booking and evaluation programmes
* Knowledge of risk assessment, safeguarding and vulnerable adults.
* Health and safety legislation including safeguarding legislation and good practice

*Desirable:*

* Conservation-related degree or equivalent
* Previous experience of leading practical volunteer groups
* Community engagement experience, especially relating to community-based conservation and volunteer management
* Experience of project development, budgets and delivery
* Wildlife surveying, habitat management and restoration and practical conservation
* Experience of working with traditional media, social media, and marketing activities
* Developing and delivering funded volunteering projects
* Working knowledge of the Volunteer Investment and Value Audit
* Good general knowledge of British species and habitats
* An understanding of the key issues and threats relating to species and habitats
* Outdoor First aid
* Working knowledge of CRM databases

**Skills and Qualities**

*Essential:*

* Excellent partnership working and networking
* Self-motivated
* Good IT skills, proficient in all Microsoft office programmes and survey tools such as Survey Monkey
* Data processing competency
* Problem solving skills
* Good presentation skills
* Cross-team working
* High degree of initiative and self-reliance
* Pragmatism, tact and diplomacy
* Good attention to detail
* Enthusiasm, motivation and dedication
* Personal commitment to the environment and wildlife conservation

**Terms of Employment**

This is a permanent full-time post (35 hours per week) and is subject to a six-month probationary period. Due to the nature of the Trust’s work, occasional evening or weekend work may be necessary for which time off in lieu is given.

A contributory pension scheme is in operation and the post holder is entitled to 21 days paid leave per year pro rata (rising to 30 days through service) in addition to public holidays and Christmas closing period.

Our office facilities are at Robinswood Hill Country Park in Gloucester. Your manager will provide details and agree your office/home/other working arrangements.

It is the nature of the work of Gloucestershire Wildlife Trust that tasks and responsibilities are, in many circumstances unpredictable and varied. All staff are, therefore, expected to work in a flexible way when the occasion arises where tasks that are not specifically covered in the Job Description have to be undertaken, including providing occasional cover for absent staff in order to maintain organisational effectiveness.

**Training and Development**

As part of its commitment to investing in its people, The Gloucestershire Wildlife Trust trains and supports its staff in the delivery of their duties. Advice will be given in drawing up a personal development plan and all suggestions considered according to resources available and the over-riding priorities of the Trust. An appraisal process is carried out every year.

Major changes to duties and responsibilities and reasonable notice will be given before implementation.

**Equality, Diversity and Inclusion**

Gloucestershire Wildlife Trust is committed to encouraging equality, diversity and inclusion among its workforce, and eliminating unlawful discrimination, harassment and victimisation. The Trust’s policy is to provide equality, fairness and respect for all staff, whether temporary, part-time or full-time; ensure no unlawful discrimination against the Equality Act 2010 protected characteristics of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race (including colour, nationality, and ethnic or national origin), religion or belief, sex and sexual orientation; and to oppose and avoid all forms of unlawful discrimination. A full copy of the policy is available on request.