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Volunteering Support Officer

Yorkshire Wildlife Trust is one of the region’s largest and oldest charities, starting life by taking on the ownership and management of Askham Bog nature reserve on the edge of York in 1946. It is one of the 46 Wildlife Trusts and the *Royal Society of Wildlife Trusts* that together collectively form *The Wildlife Trusts Partnership*. Together, they are the biggest organisation in the UK working solely for nature.

Today, Yorkshire Wildlife Trust employ more than 150 staff, works alongside over 800 volunteers and 50 trainees supported by over 44,000 members. It manages over 100 nature reserves covering just over 3,000 ha of land and works with many other land managers assisting them to improve wildlife on their land – over 6,000 ha last year. The Trust involves people in nature conservation through the simple inspiration of visiting a Trust nature reserve, through events, through environmental education and community involvement. The Trust communicates and advocates for nature across all of Yorkshire, not least through commenting on over 400 planning applications each year.

Yorkshire Wildlife Trust works through a 5-year Strategic Framework, which sets out its strategic intent and provides a guide to taking up opportunities for nature conservation in Yorkshire; these are in turn translated into annual business plans. The Strategic Framework (2018-2023) is new and marries into the Partnership Strategic Framework published by the Wildlife Trusts’ Partnership.

Yorkshire Wildlife Trust’s mission is that Yorkshire should be rich in wildlife for the benefit of everyone with more wildlife, more wild places and more people having a strong connection to nature. Yorkshire needs a recovery of wildlife on land and sea. This can be achieved by creating and protecting and where possible connecting, wildlife-rich landscapes and seas (living landscapes and living seas) in a Society where nature matters.

**Living Landscapes** where…

* wildlife is abundant and thriving in our towns and cities, and across our rural landscape – from mountain top to seashore;
* whole landscapes and ecosystems have been restored to provide a resilient foundation for the lives of wildlife and people, for generations to come;
* wildlife can move freely across the land and along its watercourses, adapting to a changing climate;
* natural habitats and soils accumulate and store water and carbon – helping to slow down climate change and to reduce the risk of droughts and floods; and
* people are inspired by wildlife and value it for the many ways in which it supports our health, wellbeing and quality of life.

**Living Seas** where…

* marine wildlife is abundant and thriving, from the depths of the ocean to the coastal shallows;
* wildlife and habitats have recovered from past declines as our use of the sea’s resources has come back into balance with their ability to renew themselves year after year become environmentally sustainable;
* the natural environment is adapting well to a changing climate;
* ocean processes are helping to slow down climate change; and
* people are inspired by marine wildlife and value the sea for the many ways in which it supports our quality of life

A Society Where **Nature Matters**… in which it is normal for people to:

* have a strong personal connection with wildlife and wild places where they live and work;
* benefit from a healthy natural environment and personal engagement with it – including better health, wellbeing and prosperity;
* understand and value a healthy, wildlife-rich natural environment, and reflect this in their attitudes and behaviours;
* take action for wildlife and wild places, to bring about nature’s recovery on land and at sea – starting close to home.

# Fundraising and Engagement

# The Volunteering Support Officer role sits within the Supporter Engagement Team, which is part of the Fundraising and Engagement Directorate.

# The Supporter Engagement Team takes the lead in developing and delivering an integrated, inspiring and effective supporter engagement strategy in order to strengthen relationships across a diverse portfolio of audiences and inspire more people to take action for Yorkshire’s wildlife and wild places.

The main purpose of our volunteering development activities is to build on current good practice to ensure that Yorkshire Wildlife Trust is well positioned to provide a diverse, interactive and sustainable volunteer experience to underpin the enormous effort of the Trust to protect and conserve our Living Landscapes and Living Seas.

# Job Description

## Outline

Responsible to: Volunteering Supporter Manager

Responsible for: Trainees and volunteers as appropriate

Based at: St. George’s Place, York (Head Office) with travel across the region.

## Brief

The post-holder will be responsible for supporting staff to promote, manage and expand volunteering at YWT. They will work across our remote and diverse teams to ensure good practice in volunteer recruitment, supervision and training is embedded across all of our volunteering activities and that volunteer data is gathered and processed in line with all current legislation and Trust guidelines to help ensure an excellent standard of supporter experience and care.

## Main Objectives

* To act as the day-to-day contact point for our volunteer managers; providing effective administration; responding to volunteer enquiries; supporting volunteer communications (including updating of the YWT website and use of social media) and organising volunteer events and training.
* To work with colleagues to increase both digital and non-digital engagement and grow support from volunteers, to help diversify our audiences and strengthen the supporter journey.
* To promote our Voluntary Trainee scheme, co-ordinate the ongoing recruitment and induction of new Trainees and deliver support and training as required.
* To embed our Equality, Diversity and Inclusion values through all volunteering activities and to actively seek out and recruit volunteers from a wide range of backgrounds to ensure that we are representative of, and meaningful to, a diverse Yorkshire.
* To co-ordinate and evaluate volunteering activities to achieve optimum engagement and income generation and ensure these activities have the least negative impact on the environment.

## Main Responsibilities

**Administration**

* Respond to new volunteer enquiries (in line with YWT supporter care guidelines) providing up-to-date information about current opportunities and signposting prospective volunteers to relevant opportunities and projects.
* Support staff right across the Trust to develop, promote, recruit and resource a diverse range of both digital and real-world volunteer opportunities and Voluntary Trainee scheme placements that contribute to achieving the Trust’s strategic ambitions.
* Work with colleagues to develop and implement appropriate and effective induction, supervision and support arrangements for volunteers and Trainees, developing and delivering training as required and ensuring best practice is embedded across all activities.
* Ensure the effective, secure and policy-compliant administration, recording, monitoring and reporting of volunteer data, including registration forms, references, timesheets and training records, though competent use of YWT’s customer relationship management database (ThankQ).
* Effectively monitor volunteer data against a wide range of KPIs and support the Volunteering Support Manger in making regular performance reports and updates.
* Keep up to date with all relevant legislation and best practice in volunteering and work with the Head of Supporter Engagement to ensure the Trust remains compliant and that good practice in volunteering is observed and implemented across the organisation.

**Supporter Groups**

* Offer expert volunteering advice, guidance and training to Supporter Group Managers across Yorkshire, ensuring up-to-date health and safety adherence, policy compliance, training renewals (where appropriate) and effective record-keeping by groups.
* Work with the Volunteering Support Manager to develop the scope of Supporter Groups to include the delivery of a range of fundraising and engagement activities for YWT, such as talks and guided walks, to improve advocacy and strengthen the supporter journey.
* Support the further development and delivery of the movement-wide Wildlife Watch scheme at YWT to grow support from young audiences and inspire lifelong relationships with wildlife.

**Communication**

* Develop and promote inspiring and effective communications between staff and volunteers, particularly through the use of digital formats such as e-newsletters, the YWT website and social media to enhance the volunteer experience, raise awareness of our work and deepen engagement with our cause.
* Attend team, regional and cross-Trust staff meetings as appropriate to share updates, provide guidance and support as necessary, and aid effective cross-team collaboration in support of achieving our strategic objectives.
* Help to embed a culture of supporter care and engagement across the organisation, advocating the need for impactful supporter journeys and maximising opportunities to specifically enhance the Volunteering experience.
* Play a proactive part in the Fundraising and Engagement Team and build mutually supportive relationships across all Fundraising and Engagement Team activities.

**Events and Activities**

* Develop and support the organisation of both digital and real-world volunteering events, conferences, open days and celebrations to strengthen our relationships with volunteers and grow support for our work.
* Work with the Volunteering Support Manager to develop and deliver an inspiring and innovative volunteering programme that attracts increased support from both new and existing audiences, enhances the supporter journey and contributes to the achievement of the ambitions set out in the Trust’s Strategic Development Plan.

**Other**

* Maintain awareness of funding opportunities and, where appropriate, work with the Head of Supporter Engagement to pursue these in support of volunteering activity at YWT.
* Act as an ambassador for Yorkshire Wildlife Trust and its partner organisations at all times, promoting the aims of the Trust and providing accurate information about its work whenever possible.
* Support and actively promote the Trust’s commitment to equality, diversity and inclusion.
* Abide by all Trust policies and undertake appropriate training as agreed by your line manager.
* Undertake other duties as requested by your line manager and in line with the post.

# Person Specification

To be successful in this role you will need a proven track record of co-ordinating and administrating quality and effective volunteer programmes. You will also need extensive experience of working collaboratively with colleagues and partners.

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| **Experience** |  | |
| * Proven experience of working in a volunteering development role and providing excellent standards of supporter care | | Essential | | |
| * Good experience of developing and promoting volunteering opportunities and programmes to internal and external audiences | | Essential | | |
| * Experience of working across a large geographic area, liaising with a network of colleagues, volunteers and partner organisations | | Essential | | |
| * Experience of coordinating multiple tasks and working to strict deadlines and budgets | | Essential | | |
| * Some experience managing staff or volunteers and delivering volunteer training programmes to a variety of audiences | | Desirable | | |
| * Experience of using a CRM database to enhance volunteer engagement * Experience of using digital platforms to inspire and engage new and existing volunteers | | Desirable  Desirable | | |
| **Knowledge and Understanding** |  | | | | |
| * Extensive knowledge and understanding of good practice in volunteer management and how this relates to building income and engagement | | Essential | | |
| * Good knowledge of how to accurately and safely collect, process, and maintain volunteer data in line with all relevant legislation and organisational policies for subsequent interrogation, analysis and review | | Essential | | |
| * Good knowledge and understanding of embedding volunteering best practice across organisational policies and approach | | Essential | | |
| * An understanding of volunteering in a third-sector or membership organisation including motivations, drivers and mutual benefits | | Desirable | | |
| * An interest in and commitment to wildlife and environmental issues | | Desirable | | |
| **Skills and Qualifications** |  | | | | |
| * Competent in the use of office-based computing software, including Microsoft Excel, Word and Outlook | | Essential | | |
| * Practical experience of using a Customer Relationship Management database | | Desirable | | |
| * Practical experience of using social media platforms to deliver innovative digital engagement opportunities | | Desirable | | |
| * Able to develop strong relationships internally and externally and work collaboratively across multiple teams and projects to achieve objectives | | Essential | | |
| * Excellent organisational and administrative skills with the ability to meet tight deadlines when working under pressure | | Essential | | |
| * Articulate and numerate with excellent interpersonal skills and a high degree of diplomacy, tact and confidence | | Essential | | |
| * Has a full driving licence and access to own vehicle | | Essential | | |
| **Personal Qualities** | |  | |
| * A confident communicator adept at influencing positive outcomes in managing relations with staff and volunteers | | Essential | | |
| * Highly self-motivated and enthusiastic, with a strong work ethic | | Essential | | |
| * Motivated by delivering an exemplary level of supporter care | | Essential | | |
| * A team player who can also work flexibly and on their own initiative to responding to changing circumstances, prioritise competing objectives and manage a busy workload | | Essential | | |
| * Willing and able to take on the ideas of other people and adapt ways of working to meet the needs of others | | Desirable | | |

## Terms and Conditions

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| Salary: | | £26,200 p.a. pro rata. Salaries are paid on the 20th of each month by bank transfer and cover the period of the 1st of the month to the last day of the month. | | | |
| Hours: | | 28 working hours per week, Monday to Friday. The nature of the post’s duties may from time-to-time require evening and weekend work. Paid overtime is not available, but time off in lieu will be given. | | | |
| Flexibility: | | Subject to ensuring that the needs of the business and the role are met, the Trust, where possible, endeavours to meet the flexible working needs of its employees. | | | |
| Holidays: | | 25 working days per annum in addition to normal public holidays plus 3 additional office closure days between Christmas and New Year (pro rata for part time employees). | | | |
| Pensions: | | You may be eligible to be auto enrolled into the Trust’s Group Flexible Retirement plan. Written terms of the scheme are available on request from finance. | | | |
| Cycle to work scheme: | | The Trust runs a Cycle to Work Scheme. Details of which are available on request. | | | |
| Employee Assistance Programme: | | The Trust provides paid staff with access to an Employee Assistance Programme. This is a confidential service which aims to provide staff with support for a range of issues. Further details are available from the HR and Training Manager. | | | |
| Equal Opportunities: | | Yorkshire Wildlife Trust is committed to equal opportunities and appoints on merit. We welcome applicants from all sections of society regardless of gender, sexual orientation, race, disability, marital status, age and religion, perceived community background or political beliefs. | | | |
| Notice Period: | | Generally 4 weeks. One of the conditions of passing the probationary period is that all appropriate online Healthy and Safety training modules are passed. | | | |
| Place of Work: | | The post will be based at 1 St. George’s Place, York. Due to the effects of the coronavirus, a temporary period of homeworking will be required following the Trusts current guidance. | | | |
| Travel: | | Public transport is encouraged although pool vehicles are available. In exceptional circumstances the use of the officer’s own vehicle may be necessary for business use for which a mileage rate of 40p per mile will be paid. | | | |
| Training: | | The Trust is fully committed to personal development and training and offers each employee an individual training budget which can be spent on a variety of both internal and external training. | | | |
| **Closing Deadline:** | | | **9am Tuesday 29 September 2020** |
| **Interview dates:** | | | **Stage 1: Tuesday 13 or Wednesday 14 October 2020**  **Stage 2: W/c 19 October 2020** |
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