

## Job Description - Project Officer Volunteering (PB5)

### Job summary

Forestry England cares for the nation's forests for people, nature, and the economy. Our volunteers and the partners we work with play a vital role in connecting communities with nature and supporting the management and enhancement of the nation's forests across England.

While Forestry England has not always been known for our conservation work, we have bold ambitions to be a leading force for nature recovery. Our progress is real and measurable: FSC certified since 1999, WWF's 'Gift to the Earth' award in 2001, and commitments to restore all our ancient woodlands in 2007 and 11,000 hectares of open habitats in 2013. In 2022 we launched our first Biodiversity Plan with a clear goal to make the nation's forests the most valuable places for wildlife to thrive and expand in England.

Explore our work to see how we're putting nature recovery at the heart of England's forests:

- [White-tailed eagle reintroduction](#)
- [Nightjar Conservation](#)
- [Creating Wilder Forests](#)

This role is part of Forestry England's National Community Partnership and Volunteer Team and works directly to the Project Manager for Volunteering. As a Defra funded post within a Forestry England-wide project, the Project Officer for Volunteering will provide essential operational support to deliver high quality, safe, and inclusive volunteer programmes that contribute to the aims of the **Nature Recovery Programme and the organisation Volunteer Strategy**.

The post will work hands on with District Volunteer Coordinators, operational supervisors, ecologists, and Nature Recovery colleagues to support the recruitment, onboarding, placement and ongoing engagement of volunteers across biodiversity and forest resilience activities, along with fostering strong and rewarding community partnerships. You will ensure volunteers are welcomed, supported, and set up to succeed within their roles.

This role will also work closely with colleagues across the wider Community Partnership and Volunteer Team to support the design and delivery of training, communications, systems development, and people management initiatives. By contributing to these national functions, you will help ensure that volunteers and staff receive the guidance, tools, and support needed to deliver outstanding volunteering across the nation's forests.

### Key responsibilities & accountabilities

- Work directly with District Volunteer Coordinators, supervisors, ecologists and Nature Recovery teams to support the operational delivery of biodiversity and ecological volunteer roles.
- Support the Project Manager Volunteering and Technical Advisor by taking forward hands-on tasks including recruitment, selection, onboarding and induction of Forestry England Directed Volunteers within the Nature Recovery Programme and where required the wider volunteer team.
- Assist districts with developing and maintaining high-quality volunteer opportunities, supporting the creation of role descriptions, welcome materials and engagement tools.
- Provide practical advice and day-to-day guidance to staff and volunteers, helping to ensure safe and meaningful volunteer participation in nature recovery activities.
- Work with colleagues leading on training to help coordinate, promote and implement training opportunities for volunteers, including role-specific learning, field-based training and refresher sessions.
- Support staff and volunteers in the use of Forestry England's volunteer CRM system (Connections) and volunteer portal (My Forestry England), ensuring accurate data entry and effective monitoring of volunteer involvement.

- Assist in the day-to-day management of the digital tools which supports effective volunteer management and engagement, including the My Forestry England Volunteer Portal, and communications sites such as Facebook, and SharePoint.
- Assist in collecting data, feedback and insights from volunteers and districts to support programme reporting, evaluation and continuous improvement.
- Support the National Volunteer Team with consistent delivery of Policy, Practice and Guidance (PPG) relating to volunteering and community partnerships.
- Help coordinate operational elements of pre-engagement checks for volunteers, ensuring compliance with safeguarding and organisational standards, alongside the Volunteer people advisor.
- Work collaboratively with district teams, Ecology, Wildlife, Nature Recovery and other programme areas to ensure volunteer activity aligns with wider national objectives.
- Assist in identifying opportunities, risks, or issues within volunteer delivery and escalate to the Project Manager Volunteering or Community Partnership and Volunteer Lead where required.
- Support partnership-based volunteer initiatives by helping District teams engage effectively with community groups, local organisations and environmental partners.
- Provide logistical or practical support for volunteer activities, training events, workshops and volunteer celebrations or recognition events.

And any other tasks, reasonably requested by your line manager.

## Skills, knowledge & experience

### Essential professional and technical experience

- Experience of working directly with volunteers or supporting volunteer programmes.
- Strong interpersonal skills with the ability to build relationships and motivate a wide range of people.
- Knowledge of relevant health and safety considerations for volunteers working in outdoor environments.
- Experience working collaboratively within a dispersed team and with a range of stakeholders.
- Competent with Microsoft systems including Teams, SharePoint, Excel, Word and PowerPoint.
- Ability to support others to follow processes, good practice and compliance standards.
- Experience handling data or using digital systems to manage volunteer or customer information.
- Experience of working in outdoor, environmental or community-based settings.

### Desirable professional and technical experience

- Experience of volunteer recruitment, induction or coordination.
- Understanding of ecological or biodiversity work within a land-management context.
- Experience of working in public-facing environments with high levels of visitor engagement.
- Experience supporting training delivery.
- The duties of the post require the applicant to have a full current driving license that enables them to drive in the UK. Forestry England will consider proposals allowing the applicant to fulfil the role by other means.

## Qualifications

### Desirable

- A degree or equivalent experience in land management disciplines, volunteer or people management.