

Job description - Volunteer coordinator (PB6A)

Job summary

As Volunteer Coordinator, you will be a dynamic individual with excellent interpersonal and organisational skills to coordinate delivery of a high-quality volunteer programme, with the ability to manage multiple tasks at any given time, you will be working across departments to coordinate a range of volunteering opportunities and support staff with the engagement of volunteers, delivering a wealth of benefits for people and for nature.

You will thrive on forging strong relationships and have the empathy to tackle difficult and sensitive issues respectfully.

This role is on a seven-day contract and flexibility is required to enable the post holder to deliver occasional activities at other times, including weekends, public and privilege holidays and evenings.

Key responsibilities & accountabilities

- work with teams from functions across the district to develop and implement our National Volunteer Strategy, ensuring the safety and wellbeing of our current volunteers, whilst driving development of our District strategy to grow the future of our volunteering offer in South District, including establishing and managing new opportunities (including at Visitor Centre Sites)
- respond to volunteer enquiries and give relevant advice and support to teams to increase understanding of their roles and responsibilities when managing volunteers, leading volunteer tasks and setting up new volunteer opportunities
- visit volunteer tasks across the district to audit progress, compliance with policies and procedures, Health and Safety, training, record keeping, equality and diversity and delivery of a high quality of volunteer experience
- help to ensure appropriate volunteer behaviour and support resolution of conflicts; promote respectful and timely dialogue between staff and volunteers
- work with Community Managers, Communications Manager and Permissions team to engage and build relations with external partners and stakeholders to facilitate Partnership and Third-Party volunteering
- deal with the selection and recruitment of Shadow Rangers, overseeing the programme, supporting teams with the induction and ongoing recruitment
- lead and proactively support volunteers and members of staff to deliver community engagement programmes and events
- support and promote the development and use of the Volunteer Management System across teams to manage volunteers and monitor progress
- work closely with the Administrative Support Officer, to reliably update and maintain the Volunteer Management System and other administrative processes ensuring accurate record keeping for volunteering in the District in compliance with GDPR
- liaise with National colleagues and other Districts on volunteer issues

New Forest Volunteer Programme

- task Manager for the New Forest Volunteer Programme
- plan an annual programme of conservation tasks, supervise delivery of programme, deliver occasional training sessions, recruit volunteers and other day to day management

And any other task reasonably requested by your line manager.

Location-specific information (optional)

The post will be based at The Kings House, Lyndhurst.

The duties of this post require the applicant to have a full current driving licence that enables them to drive in the UK. However, Forestry England is willing to consider any proposals put forward by applicants that would allow them to do the job by any other means.

Skills, knowledge & experience

Essential professional and technical experience

- experience of working in outdoor sector
- knowledge and understanding of working in a protected landscape
- experience of developing and supporting volunteers, community-based groups and delivering programmes
- experience of contributing to a positive health & safety culture and application of a risk assessment process
- evidence of strong communication and relationship building skills including their application in situations involving conflict / disputes, sensitive issues and with a range of internal and external stakeholders
- experience of coordinating tasks across different work areas / teams at the same time
- understanding of GDPR and equality legislation and evidence of supporting the delivery of respectful and inclusive activities / services
- competent IT user with experience in MS Office suite of applications
- a full UK driving license or ability to travel to sites including rural locations without public transport

Desirable professional and technical experience

- experience of practical conservation, with the ability to lead directed groups in basic practical tasks such as scrub clearance
- experience of public engagement and delivering key messages to members of public
- knowledge / experience of managing recreational facilities

Qualifications

Essential

- a GCSE in Maths and English or functional skills equivalent