

Job Description - Volunteer Coordinator (PB6a)

Job summary

We are looking for a Volunteer Coordinator to help deliver and grow a well-established and expanding volunteering programme across the District. Volunteering plays a key role in how we connect people with our forests, and this post will support over 50,000 volunteer hours delivered each year. You will work with teams across recreation, land management and business support to help plan, recruit and manage a wide range of volunteering opportunities.

This is a varied, operational role combining coordination, monitoring and hands-on support. You will spend time both working at a desk and out on site, supporting volunteer supervisors and helping ensure activities are delivered safely, effectively and in line with Forestry England standards.

You will also support our learning programme as required and engage with emerging priorities including biodiversity, resilience and woodland creation.

Key responsibilities & accountabilities

Supporting Volunteer Delivery

- Provide practical, day-to-day support to volunteer supervisors across multiple sites
- Attend sites to support the set-up of new volunteer groups and sessions
- Act as a point of contact for queries and help resolve operational issues

Monitoring and Administration

- Maintain accurate volunteer records using systems such as Salesforce.
- Monitor workflows and follow up with teams to ensure actions are completed
- Support processes including parking permits, kit and welfare equipment

Recruitment, Engagement and Communication

- Support volunteer recruitment activity, including seasonal Forest Live delivery
- Assist with volunteer communications, including newsletters and updates
- Support recognition initiatives such as long service awards

Flexible Support

- Respond to changing priorities and provide general support to ensure the volunteer programme, and other social delivery programmes, run effectively

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

Skills, knowledge & experience

Essential Experience and Skills

- Experience supporting volunteering, community engagement, learning, or similar operational activity
- Ability to manage routine work alongside reactive tasks and changing priorities
- Strong organisational skills with attention to detail and ability to maintain accurate records
- Confident communicator, able to work with a wide range of people including staff, volunteers and partners
- Practical, solution-focused approach with the ability to work independently and use initiative
- Willingness and ability to travel regularly across District sites

Desirable

- Experience in a visitor-facing, environmental or land-based organisation
- Experience supporting volunteer recruitment, onboarding or coordination
- Experience delivering communications or engagement activity (e.g. newsletters, updates, events)
- Familiarity with CRM or data management systems (e.g. Salesforce/Connections)
- Experience working with monitoring, reporting or compliance data

Additional Information

- This is a fixed-term, full-time role for 2 years
- Regular travel between sites is required
- Some flexibility in working hours will be needed to support peak volunteering activity

Qualifications

Essential

- Full UK driving licence (for travel across District sites)

Desirable

- Qualification in a relevant subject (e.g. countryside management, environmental studies, community engagement or similar)
- First Aid qualification (or willingness to obtain)
- Health & Safety or risk assessment training
- Volunteer management or project coordination training (formal or informal)

