

Job Description - Volunteer Coordinator (PB6a)

Job summary

Forestry England's Biodiversity Programme is a multi-year work stream to accelerate nature recovery at scale in England. With a multi-million-pound budget, supported by Defra and a growing portfolio of external funders, the programme makes a significant investment in nature recovery, alongside Forestry England's parallel ambitions for sustainable timber production and connecting people with our forests.

We are looking for a Volunteer Coordinator to help deliver and grow our volunteering programme across our North District which covers Northumberland, Cumbria, County Durham and North Lancashire. 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.

This role is funded by DEFRA rather than through Forestry England generated revenue, and is therefore subject to government spending reviews. While DEFRA has indicated long term support for the Biodiversity Programme and we expect funding to continue, it is possible that funding levels may change at the end of any financial year depending on DEFRA's budget allocations. In the event of funding changes, we would prioritise retaining staff posts wherever possible. This approach is consistent for roles within publicly funded organisations. We are committed to keeping staff informed and supported through any changes.

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 internal systems
- 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 professional and technical experience

- 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 professional and technical experience

- 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

Qualifications

Essential

- A full and current driving licence that enables you to drive in the UK.

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)

Location-Specific Information

The post is full time and based at our Grizedale office, Cumbria, with blended working opportunities. It is fixed term until the end of March 2029.

The duties of this post will require the applicant to sometimes travel to remote locations that are not accessible by public transport. You will therefore need to hold a full and current driving licence that enables you to drive in the UK and be willing to stay away from home. We are willing to consider any proposals put forward by applicants that would allow them to do the job by other means.