

## Job description - Volunteer Coordinator (PB6A)

### Job summary

As our new Volunteer Coordinator, you will play a pivotal role in ensuring the smooth day-to-day management of volunteer programme by working across all arboretum teams to coordinate our volunteer activities to ensure they meet business needs and provide the highest quality experience for our volunteers. You will oversee the work of our volunteer administration team to ensure we manage volunteer data and core processes (e.g. training, communications, recruitment) effectively and in line with relevant legislation / best practice. You will be an excellent organiser / facilitator, with exemplary communication and administration skills. You'll thrive on forging strong relationships and have the empathy to tackle difficult and sensitive issues respectfully.

The role sits within the Learning and Participation team, which is responsible for the development and delivery of public engagement programmes, including formal education, interpretation, family events and community activities.

### Key responsibilities & accountabilities

The Volunteer Coordinator will have responsibility for coordinating all aspects of day-to-day volunteering at Westonbirt;

- supervising our volunteer administration officers to ensure we deliver core processes in a timely fashion and in compliance with pertinent legislation/policy
- overseeing the volunteer CRM system (and its development) to ensure its effective use and that volunteer records are accurate, up-to-date and are stored in compliance with GDPR
- providing staff supervising volunteers with advice on volunteer issues including volunteer welfare, health and safety, equality and diversity and helping to ensure appropriate volunteer behaviour and support conflict resolution
- supporting ongoing volunteer recruitment, induction and training
- promoting respectful and timely dialogue between staff and volunteers - seek feedback from volunteer to help develop our ideas
- liaising with national colleagues and championing volunteering
- Championing volunteering across Westonbirt and beyond through appropriate media

The role will also play a supporting role in identifying new opportunities to develop our future activities by;

- working with national colleagues and local staff to review / update policies
- benchmarking against volunteer best practice
- providing research / data to support strategic decision making
- Proactively developing a network of volunteer partnerships

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

### Location-specific information

Typically work will be office based (though not always). Although there will be some opportunities for home working, the nature of the role will require working at Westonbirt at least 3-4 days / week. This role is on a seven-day contract and flexibility will be required to enable the post holder to support volunteer activities at other times, including weekends, public and privilege holidays and evenings.

### Skills, knowledge & experience

#### Essential professional and technical experience

- A successful track-record in coordinating complex volunteering programmes across different teams ideally within a public-facing environmental setting
- Strong administrative experience and skills - evidence of day-to-day use of Microsoft Office (esp. Word, Excel, Teams, PowerPoint and Outlook), CRM systems and other digital packages to manage processes effectively e.g. event planning, marketing, record keeping, training
- Evidence of providing staff supervision and support
- Evidence of strong communication and relationship building skills including their application in situations involving conflict / disputes and sensitive issues
- Demonstrable experience of applying a risk assessment process to ensure the safety of those involved
- Understanding of GDPR and equality legislation and evidence of supporting the delivery of respectful and inclusive activities / services

#### Desirable professional and technical experience

- Demonstrable experience of delivering training and/or mentoring with volunteers
- Experience of undertaking evaluation of a service / activity to assess success, shortcomings and identify further development opportunities
- Evidence of developing and maintaining partnership networks and ideally knowledge of local volunteer services / networks
- Presentation skills

### Qualifications

#### Desirable

- A GCSE in English and Maths
- A qualification in HR, Administration and/or Digital Skills Training.
- Membership of organisations such as NVCO, Association of Volunteer Managers (AVM), Heritage Volunteering Group