

Job Description - Volunteer Administration Officer (PB6B)

Job summary

We're looking for a new Volunteer Administration Officer to join our existing volunteer team. As part of the team, you will help support the smooth running of our day-to-day volunteering activities at Westonbirt, The National Arboretum. The Arboretum is one of the world's finest tree collections and a nationally important historic landscape. It is also a major visitor attraction and thriving community, with almost 600,000 visits per year and over 35,000 members. Our activities are supported by around 350 passionate volunteers, covering over 20 varied roles and contributing to over 30,000 hours of volunteering per year.

As our new Volunteer Administration Officer, you will undertake key administrative tasks as well as providing a friendly first-point-of-call for our volunteers. Working with the Volunteer Coordinator and the existing Volunteer Administration officer you will help support individual team supervisors to ensure they deliver volunteer activities that meet business needs and provide the highest quality experience for our volunteers. You will be an excellent administrator with a keen interest in the detail and have exemplary communication skills. You will 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. From time to time, you will also help support other L&P activities

Key responsibilities & accountabilities

Working principally with the Volunteer Coordinator the post holder will support day-to-day volunteer operations and ensure their ongoing compliance with Forestry England policy and volunteering best practice.

The post holder will ensure essential administrative tasks are delivered on time and to the highest standard for all volunteer activities:

- Processing volunteer hours / mileage expenses / uniform requests in line with agreed policy, including liaison with volunteers to chase up forms and ensure accurate submissions
- Support accurate record keeping through the volunteer database (including training) in compliance with data protection legislation; run queries as necessary to support decision making
- Support administrative processes for the recruitment, induction and ongoing training of volunteers
- Support volunteer meetings; make venue bookings, prepare refreshments, write agendas and minutes
- Oversee radio banks and use of volunteer computers
- Support safety of volunteer activities through completion and implementation of risk assessments

The post holder will also play a vital role in supporting the day-to-day volunteer experience by:

- Supporting the running of our volunteer hub
- Monitoring implementation of policies including measures put in place to ensure safe working
- Responding to volunteer queries and prepare volunteer communications including the volunteer newsletter
- Supporting other staff involved in supervising volunteer teams
- Supporting volunteer coffee mornings, celebrations, long service awards and arrange Christmas message
- Ordering volunteer welfare supplies for across site

Deputise for the volunteer co-ordinator on occasion and support other members of the L&P team eg. through answering telephone calls, dealing with enquiries and assisting with events.

Skills, knowledge & experience

Essential professional and technical experience

- Demonstrable administrative experience within a busy office environment
- Extensive experience using technology to deliver administrative tasks; in particular
 - Use of CRM systems to manage personal data
 - Use of spreadsheets to monitor process implementation
 - Use of Email, MS teams, and Microsoft Office packages (Word, Excel, PowerPoint and Outlook) to maintain good communication
- Experience supporting volunteers fulfilling a variety of different roles (e.g. practical, administrative, public facing, learning) across an organisation.
- Demonstrable evidence of strong interpersonal communication skills (written and verbal)
- Evidence of applying policy framework with respect to equality, health and safety and GDPR preferably in relation to volunteering

Desirable professional and technical experience

- Experience or training in equality, equity, diversity and inclusivity
- Experience working within environment / heritage setting
- Evidence of strong numeracy skills
- Experience supporting volunteer training

Other

This role is 22.2 hours per week, to be worked between Tues-Sat, hours can be discussed but primarily between the hours of 8am-6pm and regular Saturday working should be expected. Please contact us if you would like to discuss hours before applying.

Typically work will be office based though there will be some working across site and the possibility for occasional work from home, where agreed with the Line manager. This role is on a seven-day contract and flexibility will be required to support occasional volunteer activities at weekends, public and privilege holidays and evenings.

Appointments to Forestry England are made at the entry level of the salary quoted above except in exceptional circumstances where a candidates' experience and skills may justify a higher starting salary.

The successful candidate will be required to undertake an Enhanced Disclosure Check under the Disclosure Barring Service (DBS) scheme.