



Job and person specification: Volunteering Development Officer

Department:	Volunteering and Participation
Location:	London office in N1, this can be hybrid (at least one day in the office, other days at home) or home-based with regular travel (if you are based more than 60 minutes commute from our London office)
Reporting to:	Volunteering and Participation Manager
Responsible for:	No staff line management but responsible for some supervision/support of volunteers

Job summary - the big picture

The person will implement the volunteering strategy and operational plans by engaging and supporting the CPRE network and national charity to work collaboratively together and champion volunteer engagement to achieve our mission and vision.

Scope

- Makes day to day functional decisions on operational matters within areas of responsibility
- Identifies opportunities to improve volunteering development and volunteer engagement, creating a welcome culture for people from all back grounds
- Influences network colleagues, staff and volunteers, to adopt new systems, approaches and tools and improve their volunteer engagement
- Champions volunteers and volunteering internally and externally.

Key people – who you will be working with

- Internally – own team, officers/managers/leads in other teams, Heads of Departments
- CPRE Network – highly engaged with local (county) CPRE network groups (staff and volunteers)
- Externally – partner organisations, including advertisers and volunteering infrastructure organisations, systems and service providers

Main areas of responsibility - the day-to-day work

- Advise colleagues on best practice in volunteer engagement so that CPRE creates a warm, welcoming culture for people from all backgrounds to volunteer and where barriers to volunteering are minimised, making use of current internal and external resources and trends, e.g.:
 - Prepare guidance on best practice in welcoming new volunteers, providing templates and resources and coaching volunteer supervisors. Advise colleagues on legal and compliance issues related to volunteers for example health and safety and GDPR. Signpost to internal and external resources.
- Support volunteer coordinators, trustees and others to identify priority volunteer vacancies, linked to their activity plans and strategic priorities and advise them on attraction, recruitment and selection approaches, timescales and project planning, e.g.:



The countryside charity

- Guide colleagues towards existing volunteer role profiles that match their requirements or can be adapted to meet requirements and support them to forward plan the attraction and recruitment activity.
- Develop interesting, impactful new volunteering roles with national and local teams by applying expertise in volunteer recruitment to attract new people to the movement and ensure they are well supported in role, e.g.:
 - Ensure roles profiles are well written, match CPRE's brand tone and approach to equality, diversity and inclusion and timetables for work are agreed with recruiting managers
- Assist in driving the recruitment of a diverse range of new volunteers across a wide area by designing and developing promotional opportunities and campaigns, identifying partnerships and projects to achieve this, e.g.:
 - Using national advertising platforms such as Environment Jobs and Charity Jobs service for promoting national CPRE's trustee roles. Promote resources and links to these platforms in Network News and other communications channels.
- Engage with and develop the Volunteer Coordinators networking group to best meet the needs of local CPRE volunteering specialists and build a community of like-minded people, foster peer-support and working together towards common goals, e.g.:
 - Organise and host a regular series of networking opportunities and develop session plans that maximise the time together and achieve shared outcomes.
- Maintain and support others to use CPRE's volunteer engagement system, Assemble, to enable volunteer coordinators and supervisors to make best use of its functionality and maximise its benefits for CPRE and all users, e.g.:
 - Ensure volunteer role profiles are moderated and good records kept of new roles as they are developed. Train new volunteer coordinators to carry out basic functions in Assemble. Respond to enquiries into the team email inbox.
- Deliver our awards and recognition programme with support from the Volunteer Development Assistant, so that national and local volunteer achievement is celebrated, e.g.:
 - Promote our volunteer award nominations to staff and volunteers, collate nominations and work with our web team to update our awards pages
- Welcome and help orient new volunteers to the CPRE movement by organising and hosting a series of volunteer inductions, e.g.:
 - Work with senior colleagues to develop induction materials and agendas and ensure new volunteers and staff are invited and receive follow-up information.
- In close liaison with the Volunteering Development Manager, develop and deliver training content (both live and online) to drive good practice in volunteer recruitment and diversity, e.g.:
 - Design and deliver interactive online seminars in topics such managing volunteers well, volunteers and the law, diversifying Trustee Boards; designing online self-help resources and course content for volunteer management.
- Proactive responsibility for own development through learning, networking, self-appraisal, monitoring and evaluation, e.g.:



- Seeking training opportunities or shadowing colleagues in areas of professional self-improvement; undertaking regular two-way appraisal conversations with line manager.

Selection criteria – what you need to do the job

- Proven experience in delivering successful volunteering programmes, including creative engagement with new and diverse audiences, professional and pro bono volunteering projects, and engaging across a multi-site organisation or network.
- Knowledge of good practice in volunteer recruitment, including relevant legal and compliance issues and support and where to go for support, and experience of using online volunteer recruitment and management systems
- Experienced in use of web and social media platforms for recruitment to reach new audiences, with excellent written and oral communication skills to engage a wide range of audiences
- Experience of training delivery and facilitation (online and face to face), peer support and a coaching-style.
- Awareness of equality, diversity and inclusion in relation to volunteering programmes and promoting a countryside for all, and experience in coaching and supporting a wide range of staff and volunteers from different backgrounds and experiences
- Interest in and/or knowledge of countryside and environmental campaigning and engagement activity and experience of being a volunteer would be beneficial
- Excellent project and time management skills and confidence to work proactively and independently; including swiftly responding to ad-hoc opportunities that might arise
- People-oriented, collaborative working style, an effective relationship builder, friendly and approachable
- Ability to reflect and learn from experience to improve performance and to respond positively to constructive feedback

Other relevant information

The post holder will need to travel across the CPRE network, and will travel at least once a month to and spend time working from the CPRE national charity's London office (Provost Street). Very occasional evening or weekend work will require some flexibility. **If the post holder has a commute of 60 minutes or less from CPRE's office, the expectation is that they will be based in the London office. Part-time office-based staff are expected to work at least one day per week from the London office. The remainder can be worked from home.**

All CPRE staff are occasionally required to support team colleagues as directed with key pieces of work and/or to cover for absent colleagues/managers when appropriate; and contributing to other team/department initiatives from time to time, for example in the development of funding bids.

How you will be supported - by CPRE and others

Your line manager will meet with you regularly either online, in London or at a mutual point to ensure you have the support you need day-to-day and more broadly during your time working for CPRE. They will set clear tasks with timescales and support you with prioritising and self-managing your workload and time.

Your line manager will support you with your development through learning, networking and self-development opportunities, discussing the best ways to achieve this at one-to-ones and through the annual appraisal and mid-year review processes.