

Job description

Job title: Volunteer Manager

Team: People & Resources

Responsible to: Head of People & Resources

Responsible for: Avon Wildlife Volunteers

Working base: Working base will be Great George Street Office in Bristol, with the option to work some days a week from home. Travel will be required to visit and liaise with our volunteer groups across the region.

Overall purpose of job

To develop and manage a high-quality volunteering programme, supported by volunteer leads across the organisation.

Main responsibilities

- To coordinate and provide oversight of all volunteering opportunities across the Trust, reviewing and refreshing our volunteer model in line with best practice to ensure it continues to meet the needs of Avon Wildlife Trust and our volunteers.
- Provide Volunteer leads and staff who manage volunteers with clear guidance, training and support, ensuring good communication between teams and an inclusive culture of volunteering across the Trust.
- Oversee and ensure effective use of Avon Wildlife Trust's Volunteer Management System, including training for volunteers and staff who use the system.
- Work with Head of People & Resources to create a Volunteer Strategy, which includes our aims to diversify our volunteering programmes and volunteers.
- Respond to general volunteer enquiries and act as a point of contact for volunteers who wish to raise a concern or make a complaint.
- Liaise with other Volunteer organisations in Bristol, along with other Wildlife Trusts.
- Ensure all Volunteer Policy and procedures are up to date and in line with relevant legislation, including volunteer compliance with Health & Safety procedures.
- Coordination of the quarterly volunteer newsletter.

Job specification

Management and Supervision

- Provide support and training for Volunteer leads across the organisation

Accountability and Resources

- Oversight of volunteering quality assurance across AWT
- Accountable for the coordination of the Volunteer programme including reporting, input into budgeting, and impact monitoring.
- Work collaboratively to develop ways to scale up the Trust's Volunteer programme in line with all departments.
- Part of EDI working group.

Job Impact

- Considerable impact on the scale and quality of delivery against the Trust's strategic aims, provided through the Volunteer programme.
- Far reaching impact on strategic aims of the Trust using a Team Wilder approach to develop and expand the Volunteer programme.

Independence and Judgement

- Delivery and development of inclusive opportunities that contribute to nature's recovery, working closely with other AWT managers to ensure volunteer provision delivers the Trust's strategic priorities.
- Oversee all volunteering across the Trust, ensuring high standards of experience for all volunteers and that AWT demonstrates best practice in its approach to volunteering.

People and Contacts

- Provide a collaborative and inclusive working environment.
- Develop strong and effective working relationships with AWT volunteer leads.
- Ensure that the Trust's activities are accessible to and involve the widest possible range of people.
- Maintain relationships with funders and stakeholders as appropriate.

Creativity and Innovation

- Innovative approach to developing new ways of volunteering and creating an inclusive volunteering culture.

Person specification

Please note - we have robust safeguarding procedures in place. This post is subject to a successful Basic DBS (Disclosure and Barring Service) check if applicable, and we will require two workplace references.

Essential experience of

- Proven experience in managing an extensive volunteer programme (E)
- Project or programme management experience (E)
- Experience working with a Volunteer CRM (E)

Desirable experience

- Proven experience of working collaboratively to deliver mutually beneficial outcomes (D)
- Experience of creating clear monitoring and evaluation processes (D)
- Experience using Assemble Volunteer Management System (D)

Competence, Knowledge & Skills

- Understanding of the regulatory framework for health & safety and volunteer quality assurance (E)
- Good knowledge and understanding of inclusive volunteer practices (E)
- High level of communication skills, both orally and written (E)
- Excellent inter-personal skills, including management of stakeholder relationships (E)
- Highly literate and numerate (E)
- Confidence to develop new ideas and approaches (E)
- Ability to design and deliver training (E)
- Hold a full driving licence and have access to own vehicle (E)

Personal Qualities

- Passionate about the value of nature for health and quality of life
- Passionate about the value of healthy ecosystems and connected habitats for the protection of wildlife for the future
- Creative and innovative
- Positive and outward looking
- Confident, with a genuine desire to work in collaboration with others

Committed to our values:

Passion we behave with belief and passion for the cause, recognising the urgency we face

Inspiration we recognise our role in enabling, empowering, and inspiring all people to take action for nature

Innovation we know that to achieve change we must use our initiative, push boundaries, and challenge ourselves to improve our knowledge and understanding