

Volunteer Development Officer

Job description



Worcestershire
Wildlife Trust

Overall job purpose	To support the review and improvement of our volunteer experience and to develop and implement practices that enhance volunteer development, satisfaction and wellbeing across the Trust
Place of work	Worcestershire Wildlife Trust, Lower Smite Farm, Hindlip, WR3 8SZ. Hybrid working available with up to 40% WFH when appropriate.
Hours	Part time (21 hours per week) working three full days 9am – 5pm per week with occasional weekend/evening work
Contract Type	Fixed term – 12 months
Salary	Up to £16,500 per year (£27,500 FTE) depending on experience
Responsible to	Head of Finance and Operations
Key relationships (internal)	Finance and operations team, Head of Conservation, Head of Engagement and Fundraising, Reserves Team Leader, volunteers

About Us

We are Worcestershire's leading nature conservation charity, committed to protecting wildlife and the natural environment. We are supported by over 21,000 individual members. Our 40 staff are supported by our 500 volunteers who are vital to the delivery of our work. We manage 75+ nature reserves across the county, covering 12.5 square kilometres of land, and provide land management advice across around a quarter of the county. We also work to inspire people to take action for nature and this includes work with schools and young people, communities and local businesses.

Our three goals set out in our strategy to 2030 are:

- Nature in recovery: 30% of land for nature by 2030
- Action for nature: one in four taking action for nature by 2030
- Sustaining our future: more diversity, more funding and carbon zero by 2030

We are one of 46 independent Wildlife Trusts operating across the UK.

We're **Wild About Inclusion**. To us, this means inspiring, empowering and engaging people from all backgrounds, cultures, identities and abilities to change the natural world for the better. It also means cultivating inclusive workspaces that are free from discrimination, where differences are valued and everyone can be themselves and flourish, just like nature. As a Disability Confident Committed employer, we actively welcome applications from disabled candidates. Applicants who meet the minimum

requirements required and choose to apply under the scheme will be offered an interview.

Job specification

Role responsibilities

- Co-ordinate and develop the Trust's volunteer database and CRM systems, ensuring accurate, up-to-date records and effective use of digital tools
- Develop best practice in volunteer management through policies, procedures and operational guidance
- Lead the development and delivery of a training and development calendar for volunteers, both within the Trust and in community groups
- Identify, develop and manage new approaches to volunteering, including opportunities beyond practical conservation (e.g. public engagement, consultancy, business support)
- Explore and develop opportunities to increase the diversity of volunteers, including work experience pathways for young people (e.g. high school, college, apprenticeships, T-levels)
- Assist with the administration of volunteers from enquiry through to registration
- Develop and maintain a volunteer survey to gather feedback and inform decisions around volunteer support and development
- Support the development of improved volunteering opportunities across all areas of the Trust's work

Management and supervision

- Currently there are no direct line staff management responsibilities relating to this post, although there will be some support work directly with volunteers

Contribute to the overall work of the Trust

- Attend and contribute to team meetings, training days etc as required
- Assist with, attend and support Trust events and activities as required

Person specification

Skills

- Strong organisational and planning skills
- Excellent verbal and written communication skills
- Skilled in facilitating group discussions and supporting volunteer committees or working groups
- Computer literate, including Microsoft Office, volunteer databases/CRM systems and digital communication tools
- Ability to develop and manage projects that enhance volunteer engagement, retention and impact

Experience

- Demonstrable experience in developing, coordinating and supporting volunteer programmes
- Planning, delivering and reviewing training sessions, workshops or events
- Working in a people-focused role such as volunteer coordination, community engagement or similar
- Experience managing volunteer databases, maintaining accurate records

Knowledge

- Understanding of best practice in volunteer development, volunteer management and volunteer support frameworks
- Knowledge of volunteer motivations, barriers to engagement and strategies for inclusive volunteer recruitment
- Awareness of safeguarding, data protection and confidentiality requirements in volunteer and work experience programmes

Personal qualities

- Passionate about volunteering and community engagement
- Approachable and supportive
- Well organised, methodical and able to work independently and collaboratively
- Creative and innovative, with the ability to develop new ideas for volunteer roles, engagement and recognition
- Passionate and enthusiastic about the Trust's aims

What we offer:

We offer a supportive, friendly and purpose driven working environment where your contribution genuinely makes a difference for wildlife and local communities. As part of Worcestershire Wildlife Trust, you'll benefit from:

- A generous annual leave allowance of 6.6 weeks including bank holidays
- A holiday purchase scheme
- A contributory pension scheme with 4%/8% employer contributions
- Flexible and hybrid working options, where possible
- Enhanced Parental Leave policies
- Group Life Assurance at 3x annual salary
- Employee Assistance Programme
- Annual volunteering days
- Savings and discount hubs

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