

**VOLUNTEER OFFICER   
JOB DESCRIPTION**

**Job title**: Corporate Volunteer Officer

**Based**: All Royal Parks – with extensive travel to all sites regularly

**Salary**: £32,666 - £36,830 per annum, depending on experience.

**Terms**: Permanent contract on a full-time basis, 36 hours per week including minimum of 1 weekend per month.

26 days annual leave plus public holiday, increasing to 29 days after 3 years’ service.

A pension scheme and healthcare plan are available.

**Reporting to:** Volunteer & Programmes Manager

**Responsible for:** Corporate Volunteering delivery

**Internal relationships:**  Programmes, Volunteering and Conservation Team, Parks Directorate, fundraising and Communications

**External relationships:**  Corporate volunteer groups and volunteers,

**BACKGROUND**

The Royal Parks is a charity created in March 2017. We manage over 5,000 acres of diverse parkland, rare habitats and historic buildings and monuments in eight Royal Parks across London. These are: Hyde Park, Kensington Gardens, The Green Park, St James’s Park, The Regent’s Park and Primrose Hill, Greenwich Park, Richmond Park and Bushy Park. We also manage other important public spaces including Brompton Cemetery and Victoria Tower Gardens. Our eight Royal Parks and other public spaces are among the most visited attractions in the UK with 77 million visits every year.

**JOB PURPOSE**

This is an exciting opportunity for an experienced and energetic Volunteer Officer to join the Volunteering Team at The Royal Parks and support the growth and development of our Corporate Volunteering Programme.

* This role will focus on planning and leading practical conservation, landscape maintenance volunteer sessions across The Royal Parks focussing particularly on delivering our corporate ‘Park Days’ volunteering programme.
* You will manage corporate volunteers to carry out important habitat and park management tasks and develop exciting new tasks and activities for them to be involved in.
* These sessions will be delivered to the highest of standards ensuring to maintain good relationships with involved partners and the TRP wider volunteer programme. Helping to enhance, strengthen and grow our volunteer offer whilst championing best practice across the organisation.
* This role is a very active and physical and will require you to be working outside all year round in all weathers 3-4 days a week. You will regularly be moving around and using hand tools and equipment. Examples of what sessions may involve, include coppicing, scrub management, meadow management, bench restoration, path building, plus much more.
* When delivering any of these opportunities you must champion volunteering best practice, inclusivity and diversity across the organisation and ensure that there is appropriate support and training for volunteers, partners and staff who manage volunteers.
* It is important to note that this role will involve regular travel and working in all The Royal Parks ( Hyde Park, Kensington Gardens,Richmond Park, Bushy Park · The Green Park ,St. James's Park,The Regent's Park & Primrose Hill andGreenwich Park) This will involve site visits, site set up and delivery of the sessions.
* This role will also support and lead on the wider administration support to our Volunteers, the volunteer team, and our team of volunteer coordinators.

**MAIN DUTIES/RESPONSIBILITIES**

1. **Development**

* Grow and diversify our corporate volunteering service offer by exploring and trialling new opportunities for companies and their volunteers in our in our landscape and park management plans. Including new and more accessible tasks that can be done in seasons where there are less habitat management orientated tasks.
* Work closely with the Fundraising Officer to prepare proposals for corporate volunteer partners, as well as supporting with relationship management to increase staff engagement.
* Write volunteer work plans, volunteer briefing documents, policies and robust risk assessments, ensuring all volunteers go about their duties safely and to a high standard.
* Support the Volunteer & Programmes Manager to review and update procedures and processes to ensure high standards of management are applied consistently to volunteering
* Support teams, staff, other volunteer coordinators and partners to identify opportunities and design quality and sustainable volunteering programmes to help them deliver their objectives / projects

1. **Planning and Delivery**

* Plan and deliver regular corporate ‘Park days’ volunteer sessions across the parks. Maintaining and leading on a high standard of delivery.
* Strong knowledge of safe use and maintenance of all tools, including hand tools, equipment and PPE and suggest ideas for the development of resources. This health and safety knowledge and guidance should be used and passed onto volunteers to ensure safe working practices.
* Organise inclusive and accessible volunteer sessions and ensure there is appropriate support for the Volunteer when carrying out their tasks and activities
* Support the wider volunteer team in delivery of sessions where additional support or cover is needed for sessions.
* Support other volunteer coordinators in setting up volunteer opportunities.
* Plan, write and contribute to our Monthly Volunteer newsletter

1. **Monitoring and Evaluation**

* Ensure appropriate and accurate data and feedback on Corporate Park days are recorded, so end of year reports can be shared with our partners.
* Support evaluation of the volunteer programme; continue to improve our offer and work towards increasing equality, diversity and inclusion.
* Ensure all expenditure is approved in advance by the Volunteer & Programmes Manager and budgets are updated accordingly.

1. Be aware of and champion safeguarding children and adults at risk, and always follow guidelines and lead by example.**Communications**

* Support the effective promotion of the Volunteer programme to prospective and existing volunteers, corporates, and the general public.
* Support and lead on the wider administration support to our Volunteers, the volunteer team, and our team of volunteer coordinators. Including the management of the Volunteering Inbox.
* Develop volunteer communications, including the monthly volunteer newsletter and marketing materials as needed, working closely with the Communications team.
* Develop and deliver relevant walks, talks and training events for volunteers, and effectively promote and communicate with the volunteer database about these.
* Build strong relationships with staff and partners to imbed the value volunteers can add to the Royal Parks and champion volunteering best practice.

1. **Teamwork**

* Be a team player and provide support to other members of the Volunteer team, as well as wider TRP teams when required

1. **Other**

* Support the development and delivery of the Volunteer programme in line with the 5-year strategy and action plan (2021 -26).
* Ad hoc support for the Programmes, Volunteering and Conservation Team and other TRP activities as the need arises.

**PERSON SPECIFICATION**

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| **Selection criteria** | **Essential / Desirable** |
| **Experience** | |
| * Proven experience of working with, managing, leading and training especially practical conservation volunteers, in habitat management. | **E** |
| * Experience of developing and delivering successful volunteer projects and programmes and working with partners such as Corporate volunteers. | **D** |
| * Experience of managing budgets and of delivering, reporting and evaluating projects | **D** |
| **Skills, knowledge and ability** | |
| * Practical conservation, habitat, or park/horticulture management knowledge. Safe use and maintenance of hand tools. | **E** |
| * Excellent people skills including team working, negotiating, problem solving and the ability to be calm and decisive in challenging situations. Ability to manage, motivate and inspire volunteers from all walks of life | **E** |
| * Highly organised with ability to prioritise a heavy workload, manage tasks simultaneously and perform effectively under pressure | **E** |
| * Awareness of equality, inclusion and diversity, health and safety, safeguarding | **E** |
| * Excellent written and verbal communication skills, with the ability to liaise with a range of stakeholders, audiences and project partners | **E** |
| * Excellent operational use of Microsoft Office suite including Teams and Outlook. CRM systems and other IT solutions to support the planning, delivery and evaluation of the volunteer programme | **E** |
| * Excellent presentation skills; able to deliver volunteer sessions regularly to a consistently high standard with energy and enthusiasm | **D** |
| **Other** | |
| * Commitment to The Royal Parks’ values of being responsible, excellent, inclusive, open and respectful, and a commitment to supporting diverse and inclusive teams | **E** |
| * Proactive and enthusiastic with a flexible approach to work including significant evening and weekend working | **E** |
| * A valid current clean UK driving licence | **D** |
| * First Aid Certificate | **D** |

The Royal Parks is committed to creating a diverse and inclusive workplace and is an equal opportunity employer. Successful candidates will be appointed on merit and we encourage applications from candidates from all backgrounds.