Job Description

Post Title	Volunteer Development Officer
Job Evaluation	N12340
Grade	7
Service	Neighbourhoods & Environment
Service Area	Environment – North Pennines National Landscape
Reporting to	Programme Manager
Location	Your normal place of work will be North Pennines AONB, Stanhope, but you may be required to work at any Council workplace within County Durham and the North Pennines
Disclosure and Barring Service (DBS)	This post **is not** subject to a disclosure.
Flexitime	This post **is** eligible for flexitime
Politically restricted	This post **is not** designated as a politically restricted post in accordance with the requirements of Section 1(5) of the Local Government and Housing Act 1989 and by regulations made from time to time by the Secretary of State

Description of role

The North Pennines National Landscape Team delivers a broad range of volunteer engagement activity, from group events such as hedge planting, to technical tasks such as photogrammetry of historic buildings, heritage structure repair and maintenance, and ecological survey.

Much of our work is time limited, and so a key function of the Volunteer Development Officer is to provide continuity of relationships between our volunteers and our work. As such you will be the main point of contact and support for North Pennines National Landscape volunteers.

You will also provide effective support to, and consistency and co-ordination across the staff team who work with volunteers. You will co-ordinate and provide training in the systems used to manage volunteer recruitment and management and lead on the development of volunteering functions and standards across the team.

You will represent the North Pennines National Landscape in matters relating to volunteering, work with partners to maximise opportunities for volunteers and to ensure we follow best practice.

Duties and Responsibilities

- To act as the main point of contact for National Landscape volunteers and volunteer-led community organisations.
- To lead on the development of systems and standards that maximise volunteering and volunteer welfare and optimise the volunteer experience.

- To engage with local community networks, stakeholders and groups to widen volunteering participation and opportunities for volunteering.
- To ensure a consistently good volunteer experience, including by:
    - Ensuring consistent compliance with health and safety, including the delivery of a clear induction process to new volunteers.
    - Helping to develop volunteer roles and opportunities.
    - Coordinating recruitment and retention of volunteers.
    - Ensuring the organisation follows best practice and legislation with respect to volunteer management and welfare.
- To support the communication function of the National Landscape staff team in the marketing of volunteering opportunities, and the telling of volunteer stories, including by:
    - Writing copy for blog posts, press releases, contributing to newsletters.
    - Maintenance of relevant parts of the North Pennines National Landscape website.
    - Developing volunteer capacity to support effective communications.
    - Production and sharing of regular communication such as newsletters.
    - Communicating with volunteers via the Better Impact volunteer database system.
    - Attendance at events and shows.
    - To lead on an annual celebration event for volunteers.
- To provide a full range of administrative and coordination support relating to the effective management of volunteers by the staff team, including by:
    - Managing the Better Impact volunteer database system and ensuring its consistent and efficient use.
    - Providing training and support in connection with the volunteer database system.
    - Providing reports from the volunteer database system.
    - Updating the volunteer handbook to ensure it is relevant and up-to-date.
    - Managing expense claims, volunteer time recording, volunteer training co-ordination, volunteer skills auditing.
- To facilitate the delivery of volunteer opportunities by the National Landscape Team, including occasional delivery of volunteer events and supervision of volunteers.
- To manage the legacy assets of projects that could be made available to volunteers (e.g. bat detectors, survey equipment, education resources).
- To secure our citizen science legacy through ongoing work to ensure the accuracy and accessibility of data from volunteers.
- To act as an advocate for volunteering activities both within and outside the team and to identify, initiate, develop and maintain appropriate partnerships with local, regional and national bodies.
- To evaluate volunteering activities including evaluation of the experience of volunteers, capturing success stories and case studies, to promote volunteering and evidence the benefit of the investment.
- All employees have a responsibility to undertake training and development as required. They also have a responsibility to assist, where appropriate and necessary, with the training and development of fellow employees and volunteers.
- All employees have a responsibility of care for their own and others health and safety.

Organisational Responsibilities

Values and behaviours

To demonstrate and be a role model for the council's values and behaviours to promote and encourage positive behaviours, enhancing the quality and integrity of the services we provide.

Smarter working, transformation, and design principles

To seek new and innovative ideas to work smarter, irrespective of job role, and to be creative, innovative and empowered. Understand the operational impact of transformational change and service design principles to support new ways of working and to meet customer needs.

Communication
To communicate effectively with our customers, managers, peers and partners and to work collaboratively to provide the best possible public service. Communication between teams, services and partner organisations is imperative in providing the best possible service to our public.

Health, Safety and Wellbeing
To take responsibility for health, safety, and wellbeing in accordance with the council's Health and Safety policy and procedures.

Equality and diversity
To promote a society that gives everyone an equal chance to learn, work and live, free from discrimination and prejudice and ensure our commitment is put into practice. All employees are responsible for eliminating unfair and unlawful discrimination in everything that they do.

Confidentiality
To work in a way that does not divulge personal and/or confidential information and follow the council's policies and procedures in relation to data protection and security of information.

Performance management
To promote a culture whereby performance management is ingrained and the highest of standards and performance are achieved by all. Contribute to the council's Performance and Development Review processes to ensure continuous learning and improvement and to increase organisational performance.

Quality assurance (for applicable posts)
To set, monitor and evaluate standards at individual, team and service level so that the highest standards of service are delivered and maintained. Use data, where appropriate, to enhance the quality of service provision and support decision making processes.

Management and leadership (for applicable posts)
To provide vision and leadership to inspire and empower all employees so they can reach their full potential and contribute to the council's values and behaviours. Managers and leaders must engage in personal development to ensure they are equipped to lead transformational change; always searching for better ways to do things differently to meet organisational changes and service priorities.

Financial management (for applicable posts)
To manage a designated budget, ensuring that the service achieves value for money in all circumstances through the monitoring of expenditure and the early identification of any financial irregularity.

The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by your manager.

Person Specification

Attributes	Essential	Desirable
Qualifications	• Educated to A level minimum 2 passes A – C, or equivalent qualification or experience or formal training and experience in relevant area of work over a period of years, or through previous education to graduate level	• First aid qualification • Mental Health First Aid
Experience	• Recent experience of working with and supporting volunteers • Planning and organising volunteer events • Writing content for blogs, newsletters or similar • Experience of working with people from a wide variety of backgrounds • Experience of working with Microsoft office applications • Experience of writing risk assessments	• Facilitating, training or coaching • Website editing and maintenance • Working with online volunteer management systems e.g Better Impact
Skills and Knowledge	• Practical knowledge of the benefits of volunteering with regards to nature and heritage, employability, social inclusion, education and wellbeing • Ability to think creatively and use problem solving skills, including the ability to mediate and deal with complaints and issues • Ability to provide appropriate reports and maintain accurate records. • Excellent organisational skills • Excellent negotiation and advocacy skills including the ability to motivate and influence others to adopt a course of action • Good ICT skills • Good health and safety awareness • Excellent communication skills including written and verbal presentation to wide ranging audiences and the ability to converse at ease	• Knowledge of the North Pennines and the National Landscape / UNESCO Global Geopark • Awareness of relevant funding opportunities • Knowledge and awareness of relevant national agendas, research and initiatives in the field of volunteering

Personal Qualities	• A means of transport and ability to travel to sites across the North Pennines • Ability to work a flexible working pattern including working some evenings, weekends and over-night stays away from home • Energetic, enthusiastic, confident and self-motivated able to inspire, motivate and enthuse volunteers from a wide range of backgrounds and circumstances • Ability to manage multiple priorities and operate under tight pressure timelines • Ability to work on own initiative and collaboratively with a wide range of partners • Committed to the principles of equality and diversity • Possess good inter-personal skills and be able to work in a multi-disciplinary environment • Have a flexible approach to operating in a dynamic organisation	