



## **Job description**

**Job title:** LitterHeroes Programme Officer

**Reports to:** LitterHeroes Programme Manager

**Department:** Volunteering and Community Engagement

**Contract:** Fixed term for 2 years

**Hours:** 18.75 hours per week

**Salary:** £15,018 p.a. (£30,036 p.a. FTE)

**Location:** Remote based with some travel within England

### **1. Purpose of the job**

To provide support and administration for our LitterHeroes programme, which supports litter picking volunteers who are taking action on litter across the country. The programme offers high level volunteer support for our valued #LitterHeroes Ambassadors, as well as lighter touch engagement offered to thousands of #LitterHeroes.

This role will focus on building and maintaining relationships with Ambassadors and LitterHeroes, managing their data, engaging through high quality communication, and providing practical and administrative support to the programme.

### **2. Principal accountabilities**

1. To support and administer the Keep Britain Tidy LitterHeroes and LitterHeroes Ambassadors networks
2. To engage and communicate with our existing cohort of #LitterHeroes and Ambassadors: providing timely updates and links to resources, training opportunities, and promotional materials.
3. To act as a main point of contact for enquiries from current and prospective

#LitterHeroes and Ambassadors.

4. To support with the coordination and creation of engaging communications for volunteers, for example via monthly and quarterly newsletters, Facebook groups, Ambassador webinars, and Whatsapp communities.
5. To provide support with the development of the programme; including coordinating and offering feedback on new initiatives and resources.
6. Support with the whole volunteer journey, including recruitment, engagement, and exit of Ambassadors.
7. Support the LitterHeroes Programme Manager with the overall growth and development of the programme.
8. To assist with monthly collection, collation and distribution of litter picking data, via our Collect & Count method.
9. To maintain an up-to-date database of LitterHeroes and Ambassadors in line with GDPR and utilising our CRM system. And to be responsible for reporting any data protection incidents or near misses and report these using the appropriate reporting mechanisms to the Data Protection Officer, Accountability Officer and your Line Manager
10. To support with the development of resources, training opportunities, and promotional materials associated with the programme.
11. To assist with the organisation and delivery of in-person and online events.
12. To ensure procedures are up to date and complied with.
13. To undertake other tasks from time to time as required by Keep Britain Tidy.

14. To be responsible for the Health and Safety of themselves and to co-operate under the Health and Safety at Work Act 1974 to ensure safe working practices are maintained

### **3. Budget responsibility and decision making**

Responsible for working with the LitterHeroes Programme Manager to deliver the programme within allocated budget

### **4. Supervision of employees – complexity of ‘leadership’, number of direct reports, reporting level**

- No direct reports
- Reports to LitterHeroes Programme Manager
- Provides liaison and support to the LitterHeroes and LitterHeroes Ambassadors networks

### **5. Contact with others – level of customer contact internal/external**

- Works with teams across Keep Britain Tidy to ensure that we provide consistent and engaging updates to our #LitterHeroes and Ambassadors.
- Creates and maintains strong relationships with programme volunteers

## Person Specification

| <b>Experience, Knowledge and Skills</b>  | <b>Essential</b> | <b>Desirable</b> | <b>Method of Assessment</b> |
|--|------------------|------------------|-----------------------------|
| Demonstrable experience of working with community groups and volunteers.   | ✓                |                  | Application and interview   |
| Excellent written and verbal communication skills including experience and confidence in writing communications, and providing data.   | ✓                |                  | Application and interview   |
| An understanding of communities, community projects, and the value of volunteers   | ✓                |                  | Application and interview   |
| An understanding of drivers for and barriers to volunteering.  |                  | ✓                | Application and interview   |
| Strong organisational skills, including time and task management, with the ability to prioritise and plan.   | ✓                |                  | Application and interview   |
| Excellent data management skills, with a methodical approach.  | ✓                |                  | Application and interview   |
| The ability to work with a diverse range of people in a diplomatic and sensitive manner.   | ✓                |                  | Application and interview   |
| The ability to develop and maintain excellent working relationships with staff and volunteers.   | ✓                |                  | Application and interview   |
| A high level of computer literacy in dealing with standard Microsoft packages including Outlook, Word, Excel and PowerPoint.   | ✓                |                  | Application and interview   |
| Experience working with databases or a CRM.  | ✓                |                  | Application                 |
| An interest and understanding of environmental, waste and recycling issues.  |                  | ✓                | Application and interview   |
| A genuine commitment to the principles and goals of Keep Britain Tidy; Passionate about the environment, keen to make a difference, and a genuine desire to be part of a movement. . | ✓                |                  | Application and interview   |

| <b>Other requirements</b>  |   |  |             |
|--|---|--|-------------|
| Right to work in the U.K. with immediate effect.   | ✓ |  | Application |
| The willingness to undertake occasional evening and weekend work as required for project work or special events. | ✓ |  | Application |

**Date:** January 2025