Job title: LitterHeroes Programme Officer

Reports to: LitterHeroes Programme Manager

Department: Volunteering and Community Engagement

Contract: Fixed term until 31st March 2028

Hours: 22.5 hours per week (working hours are flexible within the requirements of the team but working pattern must include a Friday)

Salary: £19,679p.a. pro-rata (£32,798 p.a. FTE)

Location: Remote based with some travel within England

1. Purpose of the job

To provide support for our LitterHeroes programme, engaging thousands of hard-working volunteers across England. The programme offers high level support for our valued Ambassadors, as well as engagement with a large network of LitterHeroes. The role provides practical and administrative support to the programme.

This role will build and maintain relationships with volunteers, and support existing and emerging initiatives that enable more people to engage with their local spaces in ways that are meaningful to them. This will involve volunteer recruitment, managing volunteer data, engaging our audience through high-quality communication and social media content, and supporting opportunities to reward and recognise volunteers through initiatives such as our annual conference. You will communicate the inspiring stories of our volunteers and our campaign messages to our network and to the public, and directly contribute to the accurate recording, monitoring and reporting of progress for the programme, so that everyone knows the difference the programme is making.

2. Principal accountabilities

1. To support and administer the Keep Britain Tidy LitterHeroes and LitterHeroes Ambassadors networks across the whole volunteer journey, including recruitment, engagement, and offboarding.

2. Support the LitterHeroes Programme Manager with the overall growth and development of the programme, including developing and coordinating feedback on new initiatives and resources, meeting key performance indicators and always considering equality, diversity and inclusion.

3. To engage and communicate with current and prospective volunteers: providing timely updates and links to resources, training opportunities, and promotional materials.

4. To support with the coordination and creation of engaging communications for volunteers, through social media, email newsletters and online webinars. To respond to general enquiries as they arise, and use social media platforms (e.g. Facebook, WhatsApp, Instagram) to network with volunteers and to promote Keep Britain Tidy and Litter Heroes.

5. To support with the development of resources, training opportunities, and promotional materials associated with the programme, including the delivery of in-person and online events.

6. To assist with monthly collection, collation and distribution of litter picking data, via our Log Your Pick tool.

7. To maintain an up-to-date database of volunteers in line with GDPR utilising our organisational CRM system and SharePoint. You will be responsible for reporting any data protection incidents or near misses using the appropriate reporting mechanisms to the Data Protection Officer and your Line Manager.

8. To ensure volunteer H&S, safeguarding and other key guidance and procedures are up to date and complied with.

9. To support the wider work of the Volunteering & Community Engagement Team, to share and embed best practice in running successful volunteer programmes for Keep Britain Tidy. This includes undertaking other tasks as may be determined from time to time as required by Keep Britain Tidy.

10. To be responsible for the Health and Safety of yourself, 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
- Supporting the management of a formal network of volunteers

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

- Works within Keep Britain Tidy to raise the profile of Litter Heroes and gain support for programme activities.
- Works with teams across Keep Britain Tidy to ensure that we provide consistent and engaging updates to our #LitterHeroes and Ambassadors.
- Where required, builds relationships with communities, external stakeholders, influencers and funders.
- Creates and maintains strong relationships with volunteers

Person Specification

Experience, Knowledge and Skills	Essential	Desirable	Method of Assessment
Demonstrable experience of working with communities and volunteers, including an understanding of the value of volunteers.	✓		Application and interview
Proven ability to build and maintain positive working relationships with people from a wide variety of backgrounds and lived experiences, from staff to volunteers.	✓		Application and interview
A commitment to diversity, equality and inclusion, with a drive to enable more people to engage with their local spaces in ways that are meaningful to them.	✓		Application and interview
Excellent written and verbal communication skills, with the ability to communicate in a clear and diplomatic manner. This includes experience and confidence in writing communications, presenting publicly and sharing data.	✓		Application and interview
Experience of generating content for social media and newsletters.		✓	Application and interview
Strong organisational skills, including time and task management, with the ability to prioritise and plan.	✓		Application and interview
An understanding of drivers for and barriers to volunteering.		✓	Application and interview
Proven competency in learning and using a variety of IT platforms to support effective programme administration (including Microsoft Office)	✓		Application and interview
Excellent data management skills, with experience working with databases or a CRM.	✓		Application and interview
Experience of organising and/or managing events.		✓	Application and interview
An interest and understanding of environmental, ecological, 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
Other requirements			
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: October 2026