



Responsible to:	Head of People & Organisational Development
Staff management:	No formal staff management
Responsible for:	Ensuring we recruit, retain and support our 'people', with an initial strong focus on our volunteer programme
Located at:	Head office (8-10 Grosvenor Gardens, Victoria) and occasional visits to LWT sites

Overall responsibilities:

London Wildlife Trust (LWT) is the only charity dedicated solely to protecting the capital's wildlife and wild spaces. Our People & Organisational Development team is responsible for ensuring we recruit, retain, develop and support our 'people', consisting of our employees, casual staff and volunteers.

Volunteering forms a core part of our mission, helping to restore and protect London's greenspaces whilst engaging Londoners in the benefits of nature. This role will have a strong focus on overseeing the Trust's volunteering programme in it's initial 12 months, then morphing into a generalist role across both people and volunteering.

Responsibilities

- Act as a business partner to our volunteer managers, helping to coordinate volunteer activity and giving support and advice as and when needed.
- Provide regular training for volunteer managers to ensure they are working in line with LWT procedures and following best practice.
- Implement and maintain a new volunteer management system and once implemented, work on continuous improvement and optimisation.
- Work with volunteer managers to identify and fill a variety of roles across the Trust including drafting role descriptions, advertising, and overseeing the recruitment process.
- Ensure that the onboarding process is completed to ensure legal compliance, and work with volunteer managers to create a standardised induction process.
- Ensure that London Wildlife Trust supports its volunteers in line with current legal obligations and best practice, through maintaining and implementing systems and procedures associated with the management of volunteers.
- Review volunteer procedures and policies relating to the volunteer journey and the Trust's legal obligations towards volunteers.
- Identify volunteer training needs, sourcing and delivering training where necessary.
- Work with the Head of People and Organisational Development on the volunteer recognition strategy.

- Work with the Head of People & Organisational Development on People related projects and tasks which could include training, wellbeing, culture, and employee communication.

Other areas of responsibility:

- Promotion of the Trust:** To work at all times to further the aims of the Trust including promotion of Trust membership. To encourage donations and to assist in and promote related events and campaigns where appropriate.
- Health and Safety:** All staff are legally responsible for ensuring Health and Safety considerations are taken into account in all working situations. Staff are encouraged to make reports or suggestions to the Health and Safety Officer on any matters of concern.
- Equality, Diversity & Inclusion:** Work at all times within the Trust's EDI policy, and to contribute to any role-related objectives that form part of our overall EDI strategy.
- Adhere to the policies and plans of the Trust and be a responsible representative of the team and the Trust to external stakeholders, groups, individuals and funding bodies.
- All staff may, on occasion, contribute to the work of London Wildlife Trust's trading arm – London Wildlife Limited

Terms and Conditions

Salary:	£30,065 per annum (point 24)
Hours of work:	5 days a week, 9.30 am - 5.30pm, including one hour for lunch. The post holder may on occasion be expected to work some weekends and some evenings for which time off in lieu is given. Flexible working arrangements will be considered.
Holidays:	25 days per annum (pro rata) plus statutory holidays
Tenure:	Permanent
Sick pay:	Employees are eligible for company sick pay the correct procedures have been followed; employees may still qualify for Statutory Sick Pay.
Pension:	Eligible employees will be auto-enrolled into the company pension scheme. Further details on auto-enrolment can be obtained from this website https://www.gov.uk/workplace-pensions . Pension contribution rates for LWT are currently at 3% employer and 5% employee. Even if you are not eligible, you can still join the scheme, but the Trust may not have to make any employer contributions. Further details will be provided on joining the Trust.
Employee Assistance Programme:	All employees have access to a free and confidential information, support and counselling service available 24 hours a day, 365 days a year

London Wildlife Trust

People Officer - Volunteering

Job Description and Person Specification



The following experience, skills and aptitudes are those that we are looking for in candidates for this position.

Those listed as '*essential*' are those that the candidates must have. '*Desirable*' skills and experience are those that it would be advantageous to have, although it is not essential and we would still strongly encourage an application from those without.

Essential	Assessed at	Desirable	Assessed At
Skills and experience			
Experience working in the charity sector, either: <ul style="list-style-type: none"> In a similar, volunteering officer role with an interest in developing a career in HR/ People In an HR role with an understanding of volunteering in the charity sector 	Application	Experience using or implementing a database, applicant tracking system, or volunteer management system	Interview
Experience delivering training sessions	Application	Interest in nature, wildlife and greenspaces	Interview
Experience handling employee relations/ volunteer relations issues and managing conflict	Application	Experience attracting new audiences and engaging hard to reach communities; and an understanding of barriers to engagement	Interview
Demonstrable experience and understanding of implementing and upholding organisational policies and procedures (e.g. disciplinary, health and safety)	Interview		
Competent IT user including Microsoft Word, Excel and PowerPoint	Interview		
A strong understanding of EDI with experience of to improving diversity, accessibility and inclusivity in the workplace	Interview		
Excellent organisation skills and ability to manage multiple priorities	Interview		

Protecting **London's wildlife** for the future

The London Wildlife Trust is a company limited by guarantee registered in England and Wales no. 1600379 and registered charity no. 283895.

Good conflict management skills	Interview		
Good project management skills with the ability to transition between long-term project planning and day-to-day delivery	Interview		
Ability to think strategically and develop innovative new ideas	Interview		

An enhanced DBS (formerly CRB) check is not required for this role.