



RECRUITMENT PACK

VOLUNTEER LEARNING OFFICER

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JOB DESCRIPTION



KEY INFORMATION



Job Title and Code

Volunteer Learning Officer
(BDCH6221)



Department/Team

Volunteering Team



Location

Battersea, London (with hybrid working)



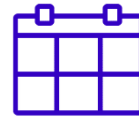
Salary & Grade

£31,350 per annum
Grade D



Hours

35 hours per week, but we're always happy to discuss flexible working, part-time hours and job share arrangements



Duration

Permanent

ABOUT THE ROLE

Battersea is supported by over 600 volunteers across our three centres who assist our staff in a variety of ways. We could not be here for every dog and cat without their dedication and commitment to animal welfare. From 2025 onwards, a strategic aim for our Volunteering Department will be to embed new systems and transition volunteer training and induction to accessible online learning modules. This will enable us to induct new volunteers more efficiently and to upskill, train and support existing volunteers, so that they can help more animals.

The Volunteer Learning Officer will support this cultural transition for volunteers to a tech-based way of working. The Officer will be responsible for collaborating with Battersea specialists to develop training content, build and launch online learning programmes. They will be the primary support for volunteers interacting with new systems. They will also manage our volunteer data across multiple systems, ensuring data compliance and accuracy, thus enabling the team to coordinate volunteers more effectively.

RESPONSIBILITIES

	Estimated % time
<p>Learning Management System (LMS) administration and support. This includes:</p> <ul style="list-style-type: none"> • Working with the Head of Volunteering and Volunteer Services Manager on the implementation and roll out of a new online Learning Management system for Battersea volunteers. • Responsibility for data accuracy and maintenance of the volunteer LMS and Ciphre data source system. • Tracking and reporting on LMS usage and completion of mandatory training. • Responsibility for maintenance of online courses and content. • Being the first point of contact for volunteers and Volunteering Department colleagues interacting with the LMS system. 	35%
<p>Collaborate with key colleagues to develop, roll out and evaluate online learning modules for volunteers. This includes:</p> <ul style="list-style-type: none"> • Converting volunteering and fostering inductions to self-led online learning modules. • Developing optional learning content in collaboration with Battersea specialists. • Ensuring content is inclusive and accessible to all volunteers and proportionate to their role. • Evaluating and demonstrating the success of learning and development interventions. • Adapting our training content and our approach to learning and development based on feedback, evaluation and emerging training needs. 	35%
<p>Support volunteers to adopt new systems throughout our 5-year strategy. This includes:</p> <ul style="list-style-type: none"> • Supporting volunteers to develop the required skills to access and complete online learning and use future systems as needed. • Be a champion of training and learning at Battersea, encouraging volunteers to utilise the LMS and engage in non-mandatory additional learning. 	20%
<p>Contribute to the overall implementation of the Volunteering teams objectives:</p> <ul style="list-style-type: none"> • Supporting the team to ensure data accuracy and compliance across the four systems currently used by the volunteering team (including our recruitment platform, Learning Management System, and CRM). • Supporting the transition to a new CRM system. • Leading on projects to improve our volunteering programme. • Supporting the Volunteers Coordinators with volunteer recruitment and management. 	10%

PERSON SPECIFICATION

ESSENTIAL

- Demonstrable commitment to collaborative working. Excellent interpersonal skills, with the ability to form positive working relationships with a wide range of groups and individuals.
- Experience of designing and developing training that reflect best practice, including online learning resources.
- Strong problem-solving skills, with proven experience of suggesting and taking the initiative about new ways of working.
- Knowledge and experience of volunteer management.
- Excellent co-ordination and time management skills with a proactive approach to managing and prioritising a diverse workload and tackling multiple tasks.
- Experience of using databases, ensuring accurate data input, creating reports and analysing data.
- Demonstrable commitment to inclusive working, ensuring equality and valuing diversity.
- Good standard of written English and numeracy and competent user of MS Office and IT systems.

DESIRABLE

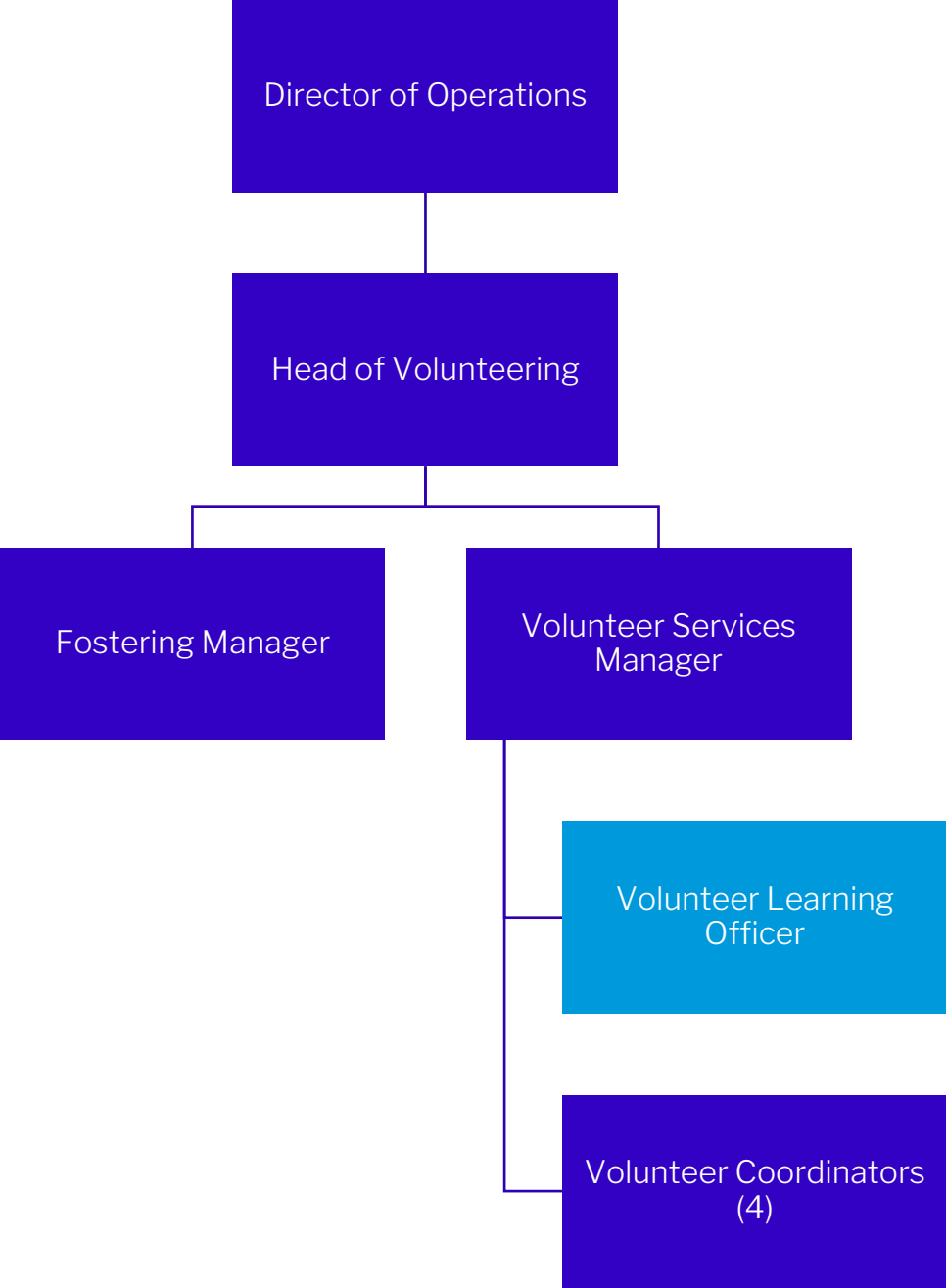
- Experience of rolling out new learning solutions at scale, and of providing technical support to ensure training can be undertaken.
- Experience of working with a learning management system.



HYBRID WORKING POLICY

We operate a hybrid working policy, with our office-based staff splitting their time between site based and home working. We believe this enables our office-based staff to maintain the benefits of home working, while allowing for collaboration and interaction with our animal-facing staff and maintaining a connection to our cause. As such, you'll be expected to work in our Battersea office for at least 50% of your working week.

POSITION IN THE TEAM



YOUR APPLICATION



KEY DATES



Closing Date

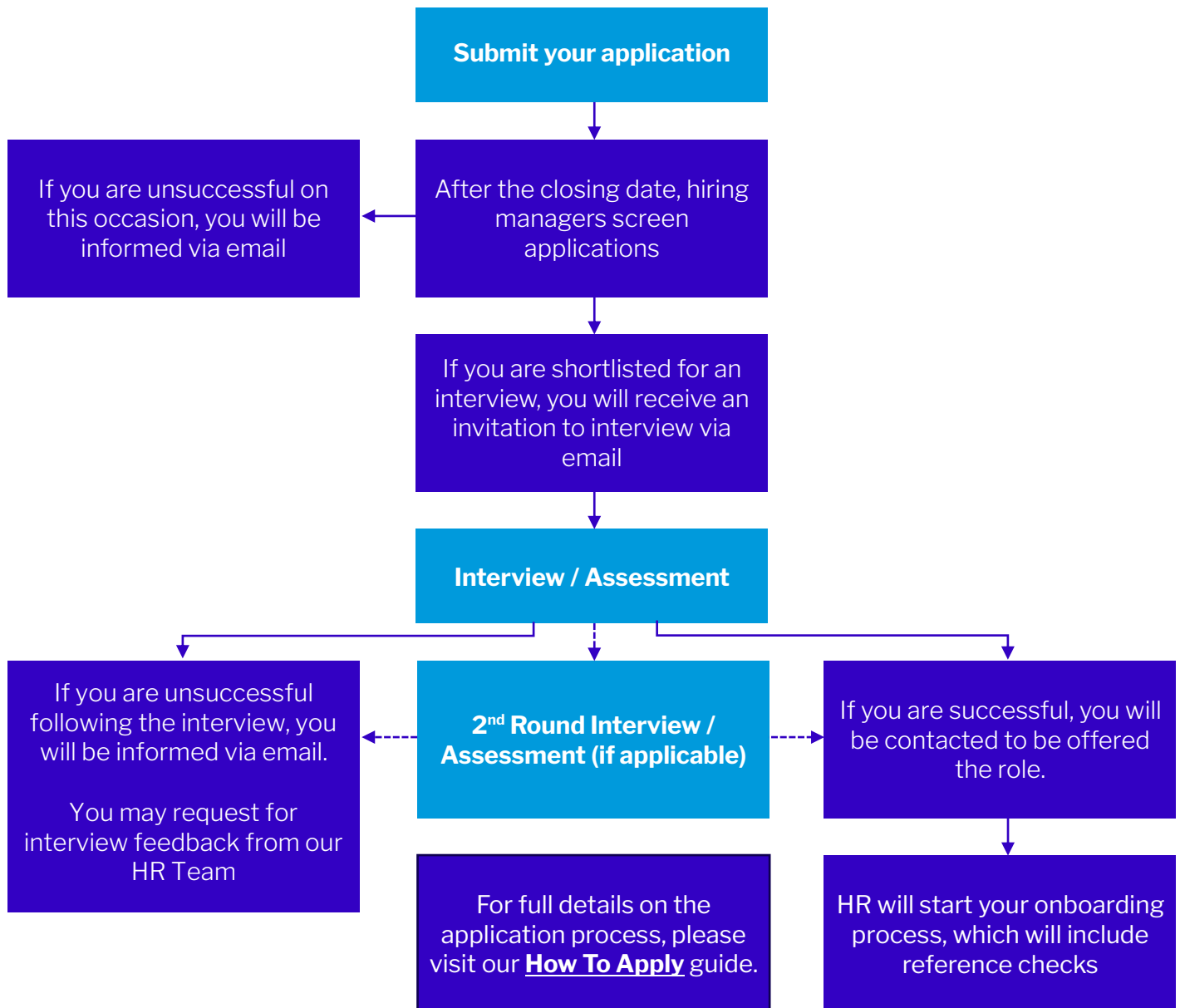
16th February 2025



Interview Dates

25th & 27th February 2025

APPLICATION PROCESS





COMPLETING YOUR APPLICATION

The information below is provided to support you with completing your application.

- Our application forms will ask you for:
- Employment History
- Educational History (which is non-mandatory)
- Either a supporting statement of no more than 1000 words; or
- Responses to short-answer questions.

The statement and short-answer responses are a very important part of your application. This is your opportunity to showcase your knowledge, skills and experience, and how this relates directly to the person specification for the role.

Please provide specific examples where possible and demonstrate your key achievements. You might also consider referencing Battersea's key values in your application (for more on these values, please see the Life at Battersea document).

Once your application is complete, we encourage you to provide your diversity monitoring information. Whilst this is entirely voluntary, completing this information will form part of an anonymised data set to help us understand, measure and take action to ensure our processes are inclusive. Your information will remain confidential, be held in line with GDPR requirements and will not be used to determine whether you are shortlisted for any role (s) you apply for.



DIVERSITY AND INCLUSION

OUR COMMITMENT

We are committed to providing a welcoming and inclusive experience for all staff, volunteers and trustees and those hoping to join us. We operate an anonymised shortlisting process and actively seek to ensure our process is fair and equitable for all.

We understand the value of diverse voices, perspectives, and experiences to help us deliver even more for our dogs and cats, and we welcome applicants from all sections of the community.

WORKPLACE ADJUSTMENTS

As a Disability Confident Committed Employer, we will also ask about any adjustments you may need at the application and/or interview stage. And, if you are offered a role with us, we'll talk to you about any workplace adjustments you may need to help you perform at your best. If you would like to talk more about this, please contact 020 3887 8341 or email jobs@battersea.org.uk

REQUIREMENTS FOR WORKING AT BATTERSEA

Please note that all offers of employment require:

- References deemed satisfactory by Battersea
- Proof of eligibility to work in the UK. For details on which documents can be used to certify your right to work, please refer to [Prove Your Right to Work](#)

DATA PROTECTION

The information you provide in your application will be used by Battersea Dogs and Cats Home to assess your suitability for the role you have applied for.

Any special category information (such as information relating to ethnicity or sexual orientation) you choose to provide will only be used by Battersea to monitor and report on diversity and equality of opportunities. The provision of this information is entirely voluntary and will not be used in determining whether you are shortlisted for the role you have applied for.

Further information about how we protect and use your personal data is set out in our [Job Applicant Privacy Notice](#) or contact our Data Protection office at DataProtection@battersea.org.uk



BATTERSEA

HERE FOR EVERY DOG AND CAT

BATTERSEA DOGS & CATS HOME

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Battersea is a charity registered in England and
Wales (206394)

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