

# CRYSTAL PALACE PARK TRUST

## **Senior Volunteer Officer**

### **Application Pack**

October 2024

*'Crystal Palace Park Trust will act as the custodian of Crystal Palace Park to protect, manage and improve Crystal Palace Park as a green, historic, ecological, recreational, sporting, cultural and educational resource in the interests of park users and of the wider community.'*

Dear Candidate

**Thank you for your interest in joining Crystal Palace Park Trust**

The Senior Volunteer Officer role offers the opportunity to join a young and growing registered charity at an exciting point in its evolution, and to help lead on establishing Crystal Palace Park as an exemplar in urban park management, community-led regeneration and cultural and heritage programming.

The Senior Volunteer Officer is a new role which will be responsible for developing opportunities for new, inclusive community volunteering and work experience opportunities in Crystal Palace Park. These opportunities will be part of a two-year programme of activities and events at Crystal Palace Park as part of our National Lottery Heritage Funded activity plan to engage and involve existing and new audiences of the park, ensuring we are building relationships and listening to our communities.

This appointment comes at a pivotal moment: in September 2023, after 25 years of community campaigning, Crystal Palace Park Trust took over custodianship of this unique landscape via a 125 year lease from the London Borough of Bromley.

We are now working closely with the London Borough of Bromley and a wide variety of other park and community stakeholders to deliver our mission: to protect, manage and improve Crystal Palace Park as a green, historic, ecological, recreational, sporting, cultural and educational resource in the interests of park users and of the wider community.

We embrace a work culture that is supportive, celebrates success, and embraces continuing education and training as a critical component of actively supporting staff. We seek applicants who share our passion, energy and excitement, who identify with the Trust's mission, and who believe that they will thrive in a busy and ambitious environment.

Crystal Palace Park Trust is an equal opportunities employer. We believe that our staff should represent the communities, organisations and individuals that we work with and support. We want people from all backgrounds to contribute to our work and be given the opportunity to share their experience, expertise and enthusiasm and therefore welcome applications from all sections of the community.

The deadline for applications is Monday 28 October 2024. I look forward to hearing from you.

Yours faithfully,

Victoria Pinnington  
Chief Executive Officer

<b>Role: Senior Volunteer Officer</b>	
<b>Salary:</b>	£25,016 0.8 FTE (equivalent to £31,270 FTE)
<b>Contract:</b>	2-year fixed term contract from January 2025 until 31 December 2026
<b>Hours:</b>	32 hours per week (including regular evenings and weekends) inclusive of 1 hour lunch (0.8 FTE).
<b>Location:</b>	Hybrid. Crystal Palace Park, Ledrington Road London, SE19 2BB
<b>Responsible for:</b>	This role is responsible for developing opportunities for community volunteering, creating sandwich placement, internship and work experience opportunities at Crystal Palace Park.
<b>Line Managed By:</b>	Senior Community Programmes Manager
<b>Benefits</b>	25 days annual leave plus statutory holidays, increases by a day each year completed, up to 30 days. Employer Pension Contribution 5% Employee Assistance Programme Flexible working by agreement within the role requirements

### **Role summary**

The Senior Volunteer officer will work to involve the local community in enhancing and taking care of the park and will support all areas of the Trust's work, including visitor experience, gardening and supporting the delivery of the Trust's growing public programme of seasonal, community-focused activities and events. You will work as part of the project team that includes a new Senior Community Engagement Officer. The postholder will also create opportunities for paid sandwich placements, internships and work placements.

The role is offered on a two year fixed term contract with Crystal Palace Park Trust. Any extension after 31 December 2026 is subject to funding.

This role is funded by the Lottery Fund as part of the partnership project between Crystal Palace Park Trust and London Borough of Bromley.

### **About Crystal Palace Park Trust**

The role offers the opportunity to join a young and growing charity at an exciting point in its evolution, and to help lead on establishing Crystal Palace Park as an exemplar in urban park management, community-led regeneration and culture and heritage programming.

This appointment comes at a pivotal moment: after 25 years of community campaigning, Crystal Palace Park Trust took over custodianship of this unique landscape, on 15 September 2023, via a 125 year lease from the London Borough of Bromley.

We are now working closely with the London Borough of Bromley and a wide variety of other park and community stakeholders to deliver our mission: to protect, manage and improve Crystal Palace Park as a green, historic, ecological, recreational, sporting, cultural and educational resource in the interests of park users and of the wider community.

The Trust's team will soon consist of 14 staff members organised into three departments: CEO & Corporate functions (Finance, fundraising, communications, HR & office management), events & programming and park management.

You can read more about the park, the Trust and its work for the park's community, its heritage, and ecology at: [www.crystalpalaceparktrust.org](http://www.crystalpalaceparktrust.org) and in the Trust's strategy, '[Connections](#)'.

### **About Crystal Palace Park**

Crystal Palace Park is not your typical park.

At over 200 acres it is far larger than most urban parks. Beloved as a 'back garden' to many people in the surrounding neighbourhoods, it is also of national and international significance due to its design as the grounds to the Victorian architectural masterpiece, The Crystal Palace, following its move from Hyde Park in 1854.

As a result - as well as being home to a wide variety of plants, trees, animals and birds - the park is rich in unique heritage including the 170 year old world-famous Dinosaurs, sphinxes, and Italian Terraces as well as a younger, but no less unique, architect-designed outdoor concert venue.

Today, over one million people visit the park every year; to relax and meet friends and family, take part in sports and physical exercise, enjoy world-class acts during summer festivals, or simply have a moment of peace and enjoyment of nature.

Sadly despite its past grandeur, challenges securing the funding needed to maintain a park of this complexity and scale, have left the park a shadow of

its former glory. It is now Grade II\* listed and has been on the Heritage at Risk Register since 2009.

However, the park is on the cusp of benefiting from an ambitious park-wide regeneration programme, the next two phases of which will see £17.75m invested into its landscape, infrastructure and heritage assets. The world-famous Dinosaurs and Italian Terraces will be restored, there will be a new Visitor Centre and playground, and south London's very own hidden gem - the Victorian Subway - will be reopened as an events, community and arts space.

At the heart of the park is the Greater London Authority-run, brutalist wonder - the National Sports Centre - which is also subject to its own £200m regeneration programme in the coming years and to which the Trust is a strategic stakeholder.

The capital works will be accompanied by a vibrant heritage engagement programme, complementing the growing reputation of the park as a venue for culture, music, theatre and dance. It is expected that the growing profile of the park will support the Trust's aim to expand and diversify the park's visitor base and increase annual visitor numbers by 35%.

Capital works are due to start on site in early 2025. Thanks to anticipated significant funding from the National Lottery Heritage Fund and the continued support of Historic England among others; a new era is coming.

You can read more about the park's regeneration plan here:

<https://www.crystalpalaceparktrust.org/pages/the-park-regeneration-plan>

## **Responsibilities:**

### **Development**

- Create inclusive community volunteer opportunities, by exploring and trialling new opportunities for volunteers in Crystal Palace Park.
- Write and enhance new role profiles, policies and procedures to recruit, onboard, support, train and retain volunteers.
- Alongside the Senior Community Programmes Manager, create a creative and inclusive training programme for volunteers
- Develop volunteer communications and marketing materials as needed, working closely with the Senior Communities Programmes Manager and the wider team.
- Champion volunteering best practice both within Crystal Palace Park Trust and in our wider work.

### **Planning and delivery**

- Leading on the delivery of the apprenticeship and work placement strand of the Activity Plan.

- Supporting and working with formally constituted groups operating in the park to develop ways of working and best practice across the groups and to build volunteer capacity.
- Work with the Trust team to recruit, train and support volunteers to add value to the delivery of the public programme and park management.
- Developing and hosting a 36-week sandwich placement during the construction works period. This placement will be aimed at local students studying events and marketing, with a particular focus on heritage.
- Developing partnerships to offer two, six-week paid intern placements across in Year 2 of the project.

### **Evaluation**

- Manage feedback for the programme, and work with the Senior Community Programmes Manager to adapt and work flexibility to ensure mutual goals for our audiences and the project are achieved.
- Collection, collation and provision of data on volunteering, work experience and internships to the NLHF as part of the quarterly reporting process and for annual and summative reports.
- Working with the Senior Community Programmes Manager and the Evaluation Consultant to ensure the volunteering, work experience and internship strands of the Activity Plan are evaluated, including a photographic archive.
- Keeping informed of best practice of volunteering and work experience.
- Undertaking other duties as required.

These responsibilities are broad and cover a range of aspects of our work at Crystal Palace Park Trust.

It is a requirement of the Trust that all staff work in a flexible manner compatible with their jobs and in line with the objectives the Trust must fulfil. Evening and weekend work will be required by arrangement. Time off in lieu will be granted on a one for one basis for overtime worked. The working pattern for this role will include one weekend day.

The following is an estimate of the balance of the role. It may change at different points during the project but is intended to give a feel for the split of work.

This position requires a basic DBS check which may reveal any unspent convictions. A criminal record may not necessarily be a bar to employment, as any decision will be treated on its merits and individual circumstances

subject to the Crystal Palace Park Trust's overriding obligations to protect the children and adults at risk in its charge and members of the public.

### **Person Specification:**

#### **QUALIFICATIONS and EXPERIENCE**

- Proven experience in recruiting, supporting and training volunteers in formal and informal ways.
- Experience of safeguarding principles for children, young people and adults at risk.
- Experience of organising and managing inclusive volunteering and work experience placements.
- Experience of working as part of a small team and working with empathy and compassion to colleagues, stakeholders and partners with differing priorities.
- Experience in working to KPI's and working within reporting frameworks, budgets and timescales.

#### **KNOWLEDGE, SKILLS and ABILITIES**

- Excellent written and verbal communication skills, with the ability to work with a range of stakeholders, audiences and project partners.
- Experience or knowledge in evaluating the impact of volunteering and recommending adjustments based on quantitative and qualitative data.
- Good understanding of Microsoft Office and Google Drive.
- Willingness to work flexibly as part of a team - there will be regular weekend and out-of-hours commitments.
- Knowledge of working in value-led organisations such as charities, or the wider cultural sector.
- Knowledge of the challenges that people face and the barriers that they may have, preventing their engagement with heritage or community activities.
- Interest or working knowledge of horticulture and heritage management.

#### **VALUES and BEHAVIOURS**

- Commitment to Crystal Palace Park Trust vision and values.
- A strong commitment to championing anti-racism, intersectionality and other forms of diversity, equity and inclusion.
- Passion for working with diverse groups of people and engaging people in new opportunities.
- A commitment to continual learning and improvement to maximise the social impact / beneficial outcomes for participants.
- Energetic self-starter able to work individually and as part of a team as needed.
- Ability to enthusiastically communicate the Trust's vision and demonstrate impacts of new volunteer programmes.

- Passion for protecting and increasing biodiversity, natural area conservation, urban wildlife, and horticultural excellence.
- A willingness to further develop skills as necessary to thrive in the role.

### **How to apply**

- Submit the following documents as separate .pdf files:
  - 1. CV
  - 2. Covering letter not to exceed two single-sided pages. The covering letter should consist of a statement of personal interest and clearly describe how the applicant satisfies the job description (main responsibilities and person specification) outlined below.
  - 3. Equal opportunities form
- Submit the three documents above to [jobs@crystalpalaceparktrust.org](mailto:jobs@crystalpalaceparktrust.org), quoting '**Role: Senior Volunteer Officer**' in the subject line.

### **Recruitment timeline** (To be revised following grant award)

Closing date	28 October 2024
Shortlisting	W/C 28 October 2024
First round interviews (panel format, plus presentation)	13, 14 October 2024
Walk around park and second-round interviews	W/C 19 October 2024
Expected start date	ASAP depending on notice periods but by January 2025

This project is made possible thanks to a grant from The National Lottery Heritage Fund made possible due to the National Lottery players.





