



Volunteer Support Officer

Job Description

Join us to make Bristol's parks even better! Our parks are essential for community health and they have huge potential to support urban nature and to cool our cities.

To make parks the best they can be we rely on volunteers. Our network of thousands of park volunteers go the extra mile to bring their park to life and the potential for volunteering across Bristol is huge.

We need a part-time Volunteer Support Officer to assist volunteers and help coordinate their activities. The role is funded by the West of England Combined Authority and you will work closely with us and Bristol City Council to help make volunteering easy and enjoyable for everyone.

You will make sure volunteers feel valued and help them make a difference to their park by being the first point of contact. You will monitor our inbox, respond to volunteer's questions, help organise activities and promote volunteering opportunities. You will keep volunteers up to date by sending emails and you will support them to use the volunteer database.

To help make your job easier, you will be seconded into Bristol City Council and work very closely with their Volunteer Coordinators.

Location: Primarily home based, with the opportunity to work from shared working spaces in Bristol and regular travel to visit volunteers in parks.

Contract: Part time (15 hours per week, ideally worked over 3 days) until 31st March 2026.

Salary: £23,400 FTE (£9,360 for 15 hours)

Flexible working is fully supported. This role would suit someone wanting to fit their hours in around existing commitments.

Additional benefits: Company pension contribution, 25 days annual leave pro rata plus Birthday leave and office closure between Christmas and New Year, Employee Assistance Programme, flexible and supportive employer, training and support.



Your responsibilities

Support the Volunteer Coordinators to improve volunteer's experience in Bristol's parks and increase the amount of volunteering happening.

With the support of the team, you will...

- Be the main contact for volunteering email inquiries, managing the inbox for quick responses.
- Assist volunteers to use the volunteer database.
- Respond to enquiries from the public and businesses about volunteering.
- Promote volunteer activities and news via mailing lists, social media, and webpages.
- Maintain volunteer confidentiality.
- Help link volunteering opportunities with organisations and groups across the city.
- To work within the relevant legislation, policies and procedures.
- Maintain excellent customer service for volunteers, staff and businesses.
- Actively support and take action to increase the diversity of park volunteers.
- Provide additional administrative support to the team as needed.

We are looking for someone who:

- Is a natural people person, able to build relationships easily.
- Is highly IT literate.
- Has experience of using a customer relationship or enquiry management systems.
- Has knowledge of and a passion for Bristol's parks.
- Sees how IT can improve processes and efficiency.
- Enjoys problem solving and finding solutions.
- Is enthusiastic, positive and can work independently;
- Have a methodical approach to process and an aptitude for accuracy and attention to detail.
- Has experience working with volunteers or as a volunteer.
- Is willing to take an Advanced DBS Check.

Diversity and inclusion

Our beneficiaries come from all walks of life and we want to hire great people from a wide variety of backgrounds because it makes us stronger. If you share our values and enthusiasm for access to Bristol and Bath's parks, you will find a home here.

All applicants will be treated equally but we want to build our level of lived experience. We are particularly encourage applications from people who are from ethnically



diverse backgrounds, Disabled people, caregivers, or people from low-income households.

Application process

To apply, please send your CV and a two-page covering letter. Please explain why you are interested in the role and how your skills and experience meet the person specification. You can submit your application in video format if this is more accessible to you.

Please submit your application to jobs@yourpark.org.uk by **midnight on 31st March 2024**.

If you need any adjustments for the application process, or an informal discussion about the role, please contact Charlee Bennett at charlee@yourpark.org.uk or on 07742 881566.