
JOB DESCRIPTION

Job Title:	Volunteer Development Officer
Responsible to:	Head of Volunteering
Location:	Home based/flexible with occasional travel around the UK
Salary:	Grade C, £28,148 - £32,519 per annum (dependant on experience), plus 8% pension contributions
Duration:	Established post
Hours:	Full-time 37 hours per week (1 FTE)

Job Purpose:

- To support the delivery, monitoring and reporting of BC's Volunteering strategic aims, with a focus on our work to recruit, train, communicate with and celebrate volunteers, including those from a broader range of backgrounds.
- To inspire and equip more people to take action for butterflies and moths.

Main responsibilities:

Programme development:

- In collaboration with our Youth Panel, currently under-represented groups and with colleagues across the organisation, develop a range of more inclusive opportunities which support micro and remote volunteering
- In collaboration with existing volunteers, and colleagues across the organisation, develop a mentoring programme which will support skills sharing and succession for our most technical and expert volunteer roles
- Develop, implement and maintain a volunteer training programme, and plan new courses that develop the skills volunteers require in order to deliver BCs strategic goals
- Support the Head of Volunteering in the development and delivery of new volunteering initiatives, as required

Staff support:

- Advise and provide training to staff on volunteer management, including recruitment of new volunteers
- Provide reports to staff on the completion of essential volunteer training programmes
- Provide training to staff on Assemble, BC's volunteer management system
- Provide Administrator support of Assemble to staff and volunteers e.g. maintaining volunteer role templates and teams, updating database fields, resolving issues, running reports

Volunteer Recruitment:

- Promote BC's volunteering opportunities through appropriate networks, act as a point of contact for enquiries and provide support as needed
- Support the Head of Volunteering to develop, manage and maintain new volunteer recruitment resources and media
- Create, manage and maintain content for BC webpages about volunteering
- Support and promote Branches advertising volunteer roles

Volunteer support:

- Support the rollout of Assemble, working with the Database Support Officer to ensure minimum essential volunteer data requirements are met.
- Provide 'key contact' support to Volunteer Co-Ordinators
- Generate volunteering news content for Assemble and other channels, such as Butterfly Magazine, blogs and social media
- Contribute and respond to discussions relating to volunteering in online forums
- Respond to volunteer enquiries received through Assemble and the volunteering team inbox
- Maintain appropriate records of volunteer activity (including volunteer hours), and support their monitoring and reporting
- Support the celebration of volunteers, including administering BCs volunteer awards, planning volunteer celebratory events, and promoting national initiatives e.g. national volunteers week
- Run regular surveys and report volunteer satisfaction, supporting the Head of Volunteering in developing an action plan to address any concerns.

General:

- Active participation in Engagement & Volunteering team meetings, and all staff meetings.
- Representation and promotion of volunteering work internally and externally as required, including responding to press and media requests.
- Any other duties relevant to the post, as agreed with your Line Manager, or Director.
- Promote and demonstrate BC values in all areas of activity: Excellence, Passionate, Inspiring and Collaborative

PERSON PROFILE

Job Title: Volunteer Development Officer

Technical/specialist skills	Essential	Desirable	Method of Assessment
Educated to degree level or equivalent experience	✓		A
Proven relevant experience in the conservation, heritage, or environmental education sector.	✓		A/I
Experience of project planning and delivery	✓		A/I
A skilled communicator (spoken & written) with an ability to engage and inspire others.	✓		A/I
Proven ability to create, develop and deliver training and resources for volunteers, staff and/or the public.	✓		A/I
Experience of providing a customer focussed service, or underlying skills (listening, accountability, following up on queries, being professional, dealing with issues etc)	✓		A/I
Computer literate: confident in the use of IT applications, including databases, editing websites, spreadsheets, word processing and the internet	✓		A/I
Experience of working with volunteers in the charity sector	✓		A/I
An understanding of Equality Diversity and Inclusion and a desire to identify and overcome barriers to engagement	✓		I
Experience in content creation for a variety of digital and media platforms.		✓	I
Experience of monitoring and reporting work outcomes, and contributing to strategic reporting		✓	I
A working knowledge of butterfly and moth requirements, and habitat creation		✓	I
Knowledge/understanding of species recording schemes		✓	I
Experience of providing administrative support for volunteer management systems		✓	A/I

Budget Responsibilities			
Experience of managing budgets		✓	I
Experience of contract management		✓	I

Working with Volunteers/Managing External Partners and others			
Experience of working collaboratively with volunteers, groups and the general public, and providing support	✓		A/I
Excellent written, spoken communication and presentation skills for a wide variety of audiences	✓		A/I
Able to manage potential conflicts by dealing with people in a calm and professional manner	✓		A/I

Personal Attributes			
Highly motivated to inspire people to take action for butterflies and moths	✓		I
Well organised and self-motivated; able to independently plan, meet deadlines and undertake day to day tasks	✓		I
Flexible: able to assimilate information and adapt to a changing environment	✓		I
Able to work effectively as a member of a team	✓		I
Good interpersonal and communications skills at all levels	✓		I
Pragmatic, innovative and able to motivate others	✓		I
Full driving licence (or means to travel)	✓		I
Empathy with aims and objectives of Butterfly Conservation	✓		A/I
Willing to work occasional weekends and evenings, sometimes away from home	✓		I