

Job title: Volunteer Coordinator

Accountable to: Community Empowerment Manager

Responsible for: Volunteers, Branches, Groups and contractors

Works with: All Trust departments

Overview

Shropshire Wildlife Trust (SWT) has a vision of a thriving natural world, where Shropshire's wildlife and natural habitats play a valued role in addressing the climate and ecological emergencies, and people are inspired and empowered to take action for nature. We combine projects across Shropshire (including Telford & Wrekin) with advocacy and campaigning to restore nature and to engage people. We manage over 40 nature reserves and have more than 50 staff, 300 volunteers, and over 9000 members. SWT is an autonomous charity, but we are increasingly working collectively, as part of The Wildlife Trusts (TWT), to ensure that our local actions have a national impact and help to address global issues.

Objective of the job

Maintaining a resource of skilled and motivated volunteers supporting all areas of the Trust's work. To support a thriving network of local branches and community groups all aiming to tackle the biodiversity and climate crises and well as inspiring action for nature.

Key results expected

- A core team of committed volunteers is maintained that contribute across the whole organisation.
- Volunteers are kept engaged for longer as they feel they are a valued part of the Trust.
- A thriving network of branches and affiliated groups providing local activity in support of the Trust's key objectives.
- The Trust has an excellent reputation for recognising and valuing the work of volunteers, branches and local groups.
- Centralised, reliable volunteer and community group records, held in accordance with UK GDPR.

Key tasks

General

1. Oversight of health & safety for this area of work, including production of reports annually for Trustees and quarterly for H&S meetings.
2. Recording volunteer contributions for annual reports and impact assessments.
3. Organising an annual programme of volunteer training and development.
4. Supporting and inducting staff in their roles as Volunteer Managers.
5. Budget management.
6. Act as the designated lead for Safeguarding of adults at risk.
7. Support the diversification of our volunteer supporters in line with the Trust's EDI aspirations.

Volunteer recruitment & retention

1. Acting as first point of contact for volunteering enquiries, responding to them and signposting where appropriate.
2. Managing the recruitment process including advertising roles, processing applications, and

- storing records appropriately.
3. Matching volunteers with staff mentors and supporting their induction process.
 4. Development and support of the Trust's ambassador network.
 5. Management of the speaker diary on behalf of the Trust's ambassadors.
 6. Organise annual volunteer social events and annual ambassador field trip.
 7. Collaborate with the communications team to produce volunteer newsletters.

Branches and community groups

1. Support branches with their core governance, assist with succession planning and maximise opportunities for wildlife and people.
2. Support branch development and mentoring them in the use of Trust ICT.
3. Ensure groups are compliant with SWT's protocol, including compliance assessments.
4. Act as the conduit for information sharing between SWT and branches and groups – manage the staff link system and undertake listening exercises to inform future strategy.
5. Organise bi-annual forums with opportunities for learning, sharing and upskilling.
6. Facilitate the overlap with other staff teams for certain projects such as the Nature Recovery Network.

Data

1. Maintain up to date records on all groups and volunteers (in line with the Trust's H&S policy and data protection policy).
2. Day-to-day management of the volunteer management system.
3. Overseeing UK GDPR compliance for branches and volunteers.

While delivering this role, the postholder will need to work with due regard to Health and Safety, the UK General Data Protection Regulations, the Fundraising Code of Practice, Safeguarding and other policies and procedures.

All staff are expected to support and manage volunteers in the course of their duties and maintain and uphold the good reputation of the Trust.

Core skills

This post requires someone who:

- Has a passion for nature and volunteering
- Understands the motivations of volunteers as well as the health and safety needs of working with volunteers
- Has a track record of managing people
- Is a top class administrator
- Has worked with communities to empower action
- Is a people person: able to communicate clearly, forge excellent working relationships with a wide range of people and have difficult conversations where needed
- Is self-motivated with excellent organisational and priority setting skills
- Has a proven ability to manage data effectively
- Is computer literate with MS Office and database experience
- Holds a full UK driving licence.

Terms of Employment

Salary:	£28,725 FTE or £17235 Pro rata
Hours:	21 hours a week. Evening and weekend work will be required from time to time. Paid overtime is not available, but time off in lieu of hours worked will be given.
Pre employment checks:	The post does not require a DBS (Disclosure Barring Service) check. The successful applicant will need to provide proof of right to work in the UK and qualifications, presented at interview.
Probationary period:	6 months
Contract	Permanent
Holidays:	A full-time member of staff has 25 working days per annum in addition to normal public holidays. An additional day is added for each year's service up to a maximum total of 30 days holiday.
Pension:	After three months the employee will be eligible to join the Trust's group personal pension scheme and if they pay a minimum of 3% of salary the Trust will contribute 7% of salary to this scheme.
Notice Period:	During your probationary period, the period of notice for termination of your employment will be one week on either side. After successful completion of your probationary period the minimum period of notice is one month.
Place of Work:	The Cut, 193 Abbey Foregate, Shrewsbury
Home working	The Trust is committed to building a diverse workforce and has an Agile Working policy which will allow colleagues to work in a flexible manner.
Travel:	Pool vehicles are not normally available. You are required to have insurance to cover business use and a mileage allowance of 45p per mile will be payable from home or office as appropriate. If you use a pedal cycle, you may claim a mileage allowance of 20p per mile.
Training:	The Trust is fully committed to personal development and training. Employees have an annual appraisal and regular progress meetings.
Closing date:	9am on 3 rd April 2025
Interview dates:	10 th April 2025