

JOB DESCRIPTION

VOLUNTEERING ADMINISTRATOR

Hours of work: 24 hours per week

Type of contract: Permanent

Based at: The Lodge, Littlemore, Oxford & home based

Rank: 6

BACKGROUND

The Berkshire, Buckinghamshire and Oxfordshire Wildlife Trust (BBOWT) is the only charity working to safeguard wildlife and natural landscapes across the three counties. Founded in 1959 by a small group of volunteers, we now have more than 27,000 memberships and 1,700 volunteers. We own or manage more than 80 nature reserves and work in partnership on conservation projects with local communities, businesses, landowners and local authorities. Each year around 12,000 schoolchildren visit our four education centres. We have strong finances, with an annual turnover of £6 million and we're proud of our highly effective and dedicated team of 150 staff.

BBOWT is part of a national network of 46 Wildlife Trusts, which means our work has a bigger impact, making a difference for wildlife beyond our three counties.

Our 'Wilder' plan for 2021-2026 sets one simple overarching aim: to create more nature everywhere. To do this, we need to inspire people to take action and do all we can to restore wilder landscapes.

Our three main goals are to:

- Put nature into recovery
- Empower people to act for nature
- Secure our future

JOB PURPOSE

This post will support our work with volunteers through the administration and ongoing development of effective systems for recruitment, placement, support, training and management of volunteers.

REPORTING LINE

Reports directly to the People Business Partner

EMPLOYEE MANAGEMENT

This post has no line reports

BUDGETARY RESPONSIBILITIES

This post has no budgetary responsibilities

KEY RESPONSIBILITIES

- Be the initial point of contact for new and potential volunteers
- Be the initial point of contact for employees who manage volunteers
- Administer the web sign up form and volunteer mailing list
- Recruit, onboard and induct new volunteers (including trainees)

- Input, and maintain accuracy, of relevant volunteer data
- Coordinate DBS, references, safeguarding allocation for volunteers
- Administer volunteer programmes including, awards and 'check-in'/ Best Practice visits
- Coordinate and administer the volunteer forums
- Provide assistance and support to the People Team as and when required
- Provide administrative support at The Lodge as required
- Adhere to all Trust policies, procedures and systems.
- To represent the Trust in a professional manner and to act at all times in a manner which will not damage its reputation
- To ensure that all health and safety obligations are met in all aspects of the role
- To provide regular reports as required
- To engender a culture of membership recruitment within the team
- Any other duties as delegated by the line manager, Head of Department or Chief Executive

PERSON SPECIFICATION

	Essential	Desirable
Have a proven administrative track record with a methodical approach and excellent attention to detail	✓	
Previous experience of working as or with volunteers	✓	
Strong organisational and co-ordination skills with an ability to prioritise tasks	✓	
Approachable with demonstrable customer service skills	✓	
Excellent listening, interpersonal and communication skills (verbal and written) to varied audiences e.g., colleagues, volunteers, supporters and members of the public	✓	
A demonstrably effective and flexible team member	✓	
Well-developed IT skills in the use of MS Office functions such as Word, Excel, Outlook and the internet	✓	
Experience and confidence in using work-related databases	✓	
Ability and willingness to demonstrate the BBOWT behaviours of Connect; Grow; Lead by Example; Positivity; and Conscious Inclusion	✓	
Willingness to work occasional evenings and weekends	✓	
Valid driving licence		✓
Familiarity with charity issues and knowledge of the voluntary sector		✓
Understanding of the processes and principles of volunteer engagement		✓
Advanced IT skills in Excel and Database systems		✓

MEASUREMENTS OF SUCCESS

- Volunteer recruitment practices widely understood and promoted across BBOWT
- Accurate and well-maintained Volunteer systems and database
- Accurate and timely delivery of Volunteer reports
- Feedback provided by Volunteers