

HEAD OF VOLUNTEERING

JOB DESCRIPTION

Job title:	Head of Volunteering
Salary:	£40,000
Hours:	40 per week – usually Monday to Friday 8am to 5pm with regular weekend and occasional evenings (for which hours can be accrued as Time Off In Lieu (TOIL) or equivalent time taken off in the week)
Reporting to:	Partnerships Director
Responsible for:	Volunteer Manager Volunteer Assistant (Line managed by Volunteer Manager) Volunteers
Location:	Based between Colletts Farm Office, Dorsington, Warwickshire, CV37 8AU and working throughout the Heart of England Forest with the opportunity for some home working
Date:	January 2023

JOB SUMMARY

Volunteering is vital to our mission; not only because of the contribution volunteers make across all our strategic work areas but also the opportunity volunteering provides to engage and connect people from local and wider communities to the Heart of England Forest.

The Head of Volunteering will provide leadership, support, and guidance to the volunteering team. With overall responsibility for the growth, development, and delivery of our volunteer programme, you will work closely with the volunteer team and all departments across the charity to ensure that our programme responds to need in a scalable, sustainable, and agile way while providing a rewarding high-quality experience for our incredible volunteers.

You will explore and develop partnerships with local communities and devise and deliver a strategy to improve inclusivity and diversity across our volunteering programme that will enable us to reach and involve more people and drive forward positive change.

Directly responsible for increasing our volunteer numbers, you'll devise a strategy for growth and work to shape and improve the whole volunteer journey from recruitment and induction through to reward and recognition and everything in between.



Working closely with the Volunteer Manager you will collaborate to develop, expand, and improve our volunteer opportunities, policies and procedures, quality standards and assurance processes to ensure we have an exceptional volunteer programme.

The ideal candidate will have experience managing, developing, and mentoring teams, have volunteer management experience, be confident and comfortable engaging and supporting volunteers and will work as a passionate ambassador for the charity.

The Heart of England Forest is committed to safeguarding and promoting the welfare of children and vulnerable adults. Applicants must be willing to undergo protection screening appropriate to the post, including checks with past employers and an enhanced DBS disclosure.

Please note this post is 'exempt' from the Rehabilitation of Offenders Act 1974 and therefore, you are required to declare any convictions, cautions, reprimands and final warnings that are not 'protected' (i.e. filtered out) as defined by the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (as amended in 2013). The amendments to the Exceptions Order provide that certain 'spent' convictions and cautions are 'protected' and are not subject to disclosure to employers and cannot be taken into account.

Guidance and criteria on the filtering of these cautions and convictions can be found on the Disclosure and Barring Service website. Further information can also be found on the Nacro website.

KEY RESPONSIBILITIES

Volunteer Journey

- Develop and implement a volunteer recruitment strategy that should include promoting opportunities via community events; organising recruitment events, such as workshops and talks; building relationships with local and regional networks and volunteering services; and utilising social media channels.
- Implement and deliver an end-to-end volunteer supporter care journey to ensure that every volunteer feels valued, included and informed.
- Devise formal and informal ways of recognising and celebrating the contributions of volunteers.
- Organise events that celebrate volunteers' commitment, providing activities to keep them engaged, and provide new opportunities to be developed.
- Work with the Volunteer Manager and Volunteer Leaders across the charity to identify and coordinate training needs for volunteers.
- Seek regular feedback from our volunteers to help understand and review their experiences and how we can develop and improve the programmes.
- Lead on the design and implementation of our digital transformation.
- Ensure effective systems are in place to manage all aspects of volunteering, making them as streamlined and automated as appropriate.
- Implement and follow a system to ensure that regular reviews and relevant updates of processes, procedures or guidelines are carried out.



Volunteer Communications

- Co-ordinate and manage a volunteer communications plan for the year to include communications, engagement opportunities and events.
- Support the marcomms team with research and suggestions for volunteering content.
- Contribute to articles, news stories and content to help raise awareness of volunteering opportunities and impact that volunteers make to the charity's work.

Volunteer Programme

- Support the Volunteer Manager to develop flexible and adaptable volunteer opportunities to attract new audiences to engage and connect with our work across the breadth of the charity.
- Ensure appropriate frameworks and processes are in place to ensure a high-quality, safe, inclusive, and effective volunteer experience.
- Occasional practical delivery of volunteer activities to support the team.

Reporting

- Ensure that the impact of the volunteer work is recorded, monitored, and evaluated.
- Record and track volunteer recruitment, retention, progress and outcomes.
- Ongoing analysis and improvement of the whole volunteer journey to ensure the best possible experience.
- Provide verbal or written reports for senior management and/or funders as required.
- Budget responsibility for volunteering

Community Volunteering

- Develop partnerships with local communities and devise and deliver a strategy to improve inclusivity and diversity across our volunteering programme
- Working with the Volunteer Manager, Volunteer Assistant and Volunteer Leaders, co-ordinate and lead community volunteer groups in practical activities across all areas of the Forest.
- Drive diversity and inclusion through embedding, and regularly reviewing our policies, procedures, and systems; and increasing the representation and engagement of groups currently underrepresented across our volunteer network.

In addition, the post holder will:

Climate Change

- Champion the need for urgent action to tackle the climate crisis.
- Commit to taking positive action to mitigate against climate change during the course of your duties.

General

- Demonstrate and promote the values of the Heart of England Forest.
- Maintain a commitment to high standards of health and safety at all times. Ensure all work, including any work undertaken by contractors and volunteers, is undertaken within the Heart of England Forest health and safety policy and processes.
- Commit to continual professional development.
- Play an active part within the wider Heart of England Forest team.

- Make active use of information and resources gained via personal networks to inform the development of this role.
- Perform any other duties consistent with the role and / or reasonably required by the Partnership Director.

Hours

Normal working hours will be 40 per week, normally between 08.00 and 17.00, Monday to Friday.

Occasional weekend and evening work will be required within this role to support the volunteering programme for which time off in lieu (TOIL) will be given.

Location

The majority of this role will be office based, however there will be some requirement to deliver, attend and support volunteer activities across the Forest.

We are currently operating a hybrid home/office working model.

Volunteer activities could be in any area of the Forest. The post holder must have the willingness and ability to undertake extensive travel to different sites across the Heart of England Forest as part of their role.

More details on our locations can be found here: <https://heartofenglandforest.org/visit>

The postholder will need to ensure their vehicle has an up-to-date MOT and is insured for business use.

What do we offer?

- The chance to join an ambitious charity and play a part in creating and conserving a huge Forest for the benefit of people, wildlife and the environment. There has never been a more important and exciting time to work in conservation. Climate change has never been higher within the public consciousness and political landscape, with tree planting at the forefront of carbon sequestration.
- Competitive salary with a Living Wage Foundation accredited employer
- 28 days holiday **plus** bank holidays
- Contributory company pension with 4.5% employer contribution
- Health Cash Plan – get cash back on opticians, dentists and more!
- Group Income Protection Scheme – to support you if you get sick
- Employee Assistance Programme – financial, physical and mental wellbeing support
- Access to exclusive discounts from thousands of retailers
- Life Assurance at four times your basic salary

PERSON SPECIFICATION

Essential

- Strong leadership and organisational skills
- Experience of working with volunteers and a passion for volunteering
- Excellent knowledge and understanding of current volunteering trends, challenges and solutions
- Experience of using volunteer management systems or CRMs
- Track record of successful volunteer recruitment and engagement campaigns
- Demonstrable ability to think and plan strategically
- A proven track record of networking and building and managing effective relationships, tailoring the approach to meet the differing needs of the audience
- Ability to accurately record and manage data and report on outcomes to deadlines
- Ability to facilitate group sessions encouraging group tasks and activities
- Excellent verbal and written communication skills with the ability to adapt communication style as necessary
- Up to date knowledge of GDPR
- Able to work effectively under own initiative and meet deadlines as well as working co-operatively as part of a team
- Experience of managing, recording and monitoring systems for volunteers and trainees
- A good understanding of health and safety principles and procedures
- Experience of supporting trainees and volunteers through training and skills development
- Proficiency in using Windows-based software packages including Word, Excel, Outlook, PowerPoint
- Full clean driving license and daily access to a car
- Able to communicate Heart of England Forest values and standards to supporters and stakeholders
- A flexible approach to work and willing to work [and attend events] outside normal working hours

Desirable

- Project management experience
- Good knowledge of safeguarding
- Experience of expanding diversity and improving inclusivity within a not for profit setting
- Good level of physical fitness and the ability to work safely on semi-remote sites
- Experience of managing or leading volunteers in a conservation organisation
- A good understanding of nature, conservation, and ecology



ABOUT THE HEART OF ENGLAND FOREST

Planting tomorrow's great native woodland

The Heart of England Forest is an exciting and ambitious charity. We want to help reverse centuries of woodland decline and plant one of the largest forests in England. Our goal is to create a huge, unbroken woodland – a refuge from the modern world where people can rediscover nature and wildlife can flourish. It's an ambitious vision, which we're determined to make happen, one tree at a time.

Forests bring life to our communities in every conceivable way – increasing biodiversity, improving air and water quality, creating more opportunities to access nature, and increasing people's appreciation and understanding of what it brings to all of us, pioneering new forms of sustainable businesses that generate meaningful jobs and drive forward a green economy.

As one of the most ambitious biodiversity initiatives in the UK, The Heart of England Forest is already bursting with life and we're just getting started! We're here for life - creating and conserving a magnificent 30,000 acre broadleaf forest for the benefit of people and planet now and for generations to come.

The UK has less than a third of the native tree cover of many other European countries, including France, Germany and Italy. Planting tomorrow's great native woodland has already started. With over 7,000 acres of land, the Forest currently consists of 600 acres of mature woodland and more than 4,500 acres of new planting. We have planted an incredible 2 million trees so far, and we are over 23% of the way towards our goal of a 30,000 acre forest. But with patience and your support, who knows how far it will grow!

More information can be found at www.heartofenglandforest.org

