

JOB DESCRIPTION

Job Title:	Volunteer Development Officer
Responsible to:	Senior Volunteer Development Officer
Location:	Based at home or at one of BC's offices around the UK
Salary:	£24,551 - £28,363 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:

- Promote BC's volunteering opportunities through appropriate networks, act as a point of contact for enquiries and provide support as needed
- In collaboration with currently under-represented groups eg young and urban people, 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
- Oversee existing volunteer training delivery, and plan new courses that develop the skills volunteers require in order to deliver BCs strategic goals

Resource development:

- Support the Senior Volunteer Development Officer to develop, manage and maintain a new volunteer recruitment pack, volunteer registration, and an induction process
- Support the Senior Volunteer Development Officer to develop, and maintain a volunteer policy and volunteer handbook
- Create, manage and maintain content for BC webpages about volunteering
- Oversee creation of media to promote volunteering with BC

- Maintain content on BCs website volunteer search facility, and support and promote Branches advertising roles

Volunteer support:

- Provide 'key contact' support to Volunteer Co-Ordinators in Branches
- Provide 'key contact' support to Branches in the co-ordination of external training providers eg first aid courses
- Ensure Volunteering content on the BC intranet (SharePoint) is up to date
- Contribute and respond to discussions relating to Volunteering in volunteer forums (Yammer)
- Generate Volunteering content for newsletters to volunteers, such as Branch E-news
- Respond to Branch/volunteer enquiries relating to volunteering and co-ordinate distribution of resources
- Maintain appropriate records of volunteer activity, and support their monitoring and reporting
- Support the celebration of volunteers, including administering BCs volunteer awards, planning volunteer celebratory events, and promoting national initiatives eg national volunteers week

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
Educated to degree level or equivalent experience	✓	
At least two years of relevant experience	✓	
Proven ability to create and deliver training, and resources, for a wide range of audiences	✓	
Experience of providing a customer focussed service, or underlying skills (listening, accountability, following up on queries, being professional, dealing with issues etc)	✓	
Computer literate: able to use IT applications, including databases, spreadsheets, word processing and the internet	✓	
Experience of working with volunteers and/or in the charity sector	✓	
An understanding of Equality Diversity and Inclusion and a desire to identify and overcome barriers to engagement	✓	
Experience of monitoring and reporting work outcomes, and contributing to strategic reporting		✓
A working knowledge of butterfly and moth requirements, and habitat creation		✓
Knowledge/understanding of species recording schemes		✓
Budget Responsibilities		
Experience of managing budgets		✓
Experience of contract management		✓
Working with Volunteers/Managing External Partners and others		
Experience of working collaboratively with volunteers, groups and the general public, and providing support	✓	
Effective written, spoken communication and presentation skills for a wide variety of audiences	✓	
Able to manage potential conflicts by dealing with people in a calm and professional manner	✓	
Personal Attributes		
Highly motivated to inspire people to take action for butterflies and moths	✓	
Well organised and self-motivated; able to independently plan and undertake day to day tasks	✓	
Flexible: able to assimilate information and adapt to a changing environment	✓	
Able to work effectively as a member of a team	✓	
Good interpersonal and communications skills at all levels	✓	
Pragmatic, innovative and able to motivate others	✓	
Full driving licence (or means to travel)	✓	
Empathy with aims and objectives of Butterfly Conservation	✓	
Willing to work some weekends and evenings, sometimes away from home		✓