



The
countryside
charity

Job and person specification: Volunteering Development Assistant

Department: Communities and Participation

Location: National office (London N1) or home based, with regular travel

Reporting to: Volunteering & Participation Manager

Responsible for: n/a

Job summary - the big picture

- Assisting with the work of the Communities and Participation department who are responsible for engaging and supporting the CPRE network and national charity to work collaboratively together and champion volunteer engagement to achieve our mission and vision

Scope

- Will make recommendations but also some low-risk decisions, getting sign-off for higher risk ones
- Will influence own team and other teams on projects or other work within own remit
- Will be a point of contact on project work for key internal stakeholders including the CPRE network of local groups

Key people – who you will be working with

- **Internal** – own team, officers / managers / leads in other teams, Directors and Heads of departments
- **CPRE Network** – local CPREs in counties around England and their teams of volunteers
- **External** - partner organisations, including advertisers and organisations that support us with our volunteering systems or provide services for us

Main areas of responsibility - the day-to-day work

- Provide excellent customer care to current and potential volunteers, and the staff who support them
E.g Manage the Volunteering team inbox, responding to enquires from volunteers and staff and signposting to other staff where appropriate
- Assist the team with compiling, analysing and contributing to the preparation of regular reports
E.g. Support the team to extract information from Assemble, the volunteer engagement system, and support the team members to prepare reports



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- Assist with keeping lists of places to advertise volunteer roles up to date
E.g Researching online volunteer recruitment platforms and access requirements
- Support others to use CPRE's volunteer engagement system, Assemble, to enable volunteer coordinators and supervisors to make best use of its functionality and maximize its benefits for CPRE and all users.
E.g. Respond to inbox enquiries from staff and volunteers on using Assemble into the team email inbox
- Support the team to welcome new volunteers to the CPRE movement
E.g. Work with colleagues to ensure volunteers are invited to inductions and that they receive follow up information, managing bookings, offer support in the session with option to co-host
- Assist with putting together information about volunteers to help us demonstrate impact
Eg Collecting volunteer numbers and reports from Assemble or case studies (stories) about what volunteers have been doing
- Assist the team in updating the intranet (content management system)
Eg Collating and uploading volunteer training resources to the intranet
- Support colleagues to deliver our awards programme
E.g. Editing our nomination information so we can use it on the website
- Assist the team with running events, meetings, seminars as needed
E.g. Support people to use video calling software who may not be confident in using it
- Contribute to our potential to promote our work across social media channels,
E.g . Support our promotion of volunteer activity on Instagram, Facebook, Twitter and other social media channels
- Proactive responsibility for own development through learning, networking, self-appraisal and other opportunities for growth
E.g. Seeking training opportunities or shadowing colleagues in areas of professional self-improvement; undertaking regular two-way appraisal conversations with line manager.
- Support team colleagues and other teams as needed, including a flexible approach to tasks when new projects arise

And in all you do, we ask that you model CPRE's values and behaviours. These include:

Open – be friendly and approachable and open minded.

Trusted – doing what you have said you will so.

Connected – be a good listener and share your skills and knowledge with others.

Inspirational – challenge the status quo.



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Selection criteria – what you need to do the job

- An interest in the natural environment and the benefits of access to the countryside and green spaces
- Experience in a customer service or supporter care environment
- Some experience in using a database and other systems for supporter care purposes
- Some experience of using social media platforms
- Good literacy and numeracy skills
- Problem solving skills
- Good communicator with excellent telephone / video call manner
- Ability to work effectively under pressure and often to conflicting deadlines
- Ability to work effectively as part of a team and also alone
- Good interpersonal skills
- Recognise when there is a need for change or improvement and adapt quickly
- Respond positively to constructive feedback
- Enthusiastic, proactive and positive
- Basic IT skills including Word, Excel, PowerPoint and database

Occasional evening and/or weekend work will require some flexibility in working hours from time to time