



# Volunteer Officer

## Abbotts Hall, Colchester, Essex

We have an opportunity for a passionate Volunteer Officer to join the Trust's People and Culture Team at Essex Wildlife Trust.

### About Essex Wildlife Trust

We are the County's leading nature conservation charity, committed to protecting wildlife and inspiring a lifelong love of nature and one of the largest Wildlife Trusts in the UK.

This is the most important decade in the history of nature conservation and an exciting time to be joining us. If we are to tackle the climate crisis and the ecological crisis, we need the best people to rally around environmental protection.

Our values are Impactful, Collaborative, United and Proactive.

## The Role

As the Volunteering Officer, you will work with the Volunteer Officer, to support the effective coordination and administration of volunteer activities within the organisation. This role will focus on ensuring a smooth volunteer experience by maintaining accurate records, and provide ongoing administrative support by assisting with recruitment, onboarding and training queries.

The Volunteering Officer acts as a central contact for volunteer managers to promote positive engagement and ensure compliance with organisational procedures. By combining excellent customer service skills and delivering efficient administrative support, this role ensures a well-supported volunteer workforce that contributes meaningfully to the organisation's mission and values.

We are looking for self-motivated, highly organised, people-centered individual who can work collaboratively with internal and external stakeholders.











This role is well suited to applicants with demonstrable people, communication and technical skills, is organised, self-motivated and enthusiastic about all things volunteering and the impact volunteers have for Essex Wildlife Trust.

Although desirable, we welcome applicants that have experience using databases and other online systems. Training will be provided to the successful applicant.

## Job Description

- To establish and maintain an efficient and professional central point of contact for Essex Wildlife Trust's volunteer enquiries (for prospective and existing volunteers) and ensure volunteer enquiries are responded to promptly and professionally.
- Supporting staff that deal with volunteer enquiries at Essex Wildlife Trust sites across the county to ensure consistency.
- To be an administrator and point of contact for our volunteer management system (Team Kinetic) and assisting staff and volunteers with using the system.
- To assist with resolving conflict in line with organisation procedures.
- Collaborate with both internal and external contacts to build positive working relationships.
- Support the Business Partner - Volunteering with developing EWTs volunteer programme, including for example: updating the volunteer handbook, creating the volunteer newsletter, developing volunteer manager training and investigating opportunities to increase volunteering in less represented areas.
- Provide support to volunteer managers with volunteer recruitment and training queries. This would include safer recruitment processes.
- Ensure that volunteers receive recognition and thanks from the Trust, supporting staff where necessary to organise volunteer events, training days and other occasions.
- Work effectively and proactively with colleagues across the Trust to demonstrate the values of being Impactful, Collaborative, United and Proactive and develop skills, attitudes, and behaviours in line with the Trust's Leadership Competencies Framework.

- To carry out any other duties that are within the scope, spirit and purpose of the role, and the contract of employment, as requested.

## **Other**

- Support the team with Reception cover when needed at Abbots Hall.
- To answer calls and queries from the public via the main telephone line.



*Hot drinks*

Tea / Herbal Tea	£1.40
Black Coffee	£1.80
White Coffee	£1.80
Cappuccino	£2.00
Caffe Latte	£2.00
Espresso	£2.00
Datle Espresso	£2.20
Macchiato	£2.00
Mochaccino	£2.00
Chocolate	£2.00
Strong B...	£2.00

**FOOD ALLERGIES  
and  
INTOLERANCES**

Please speak to our staff about the ingredients  
in your meal, when making your order.  
Thank you.

*Bike  
Essex  
Cake*

Abberton's  
Special!

Fresh Bacon Rolls

THE  
wildlife  
TRUSTS  
ESSEX

MADE BY TRUST

£2.20  
Milk  
Chocolate &  
Orange

*Cream Tea*

£1.50

*Rice Crispy  
cake*  
£1.50

ELIZABETH

Small Portions

# Person Specification

## **Knowledge and Skills**

- Excellent administrative and organisational skills with the ability to manage multiple requests.
- Excellent attention to detail.
- Ability to problem solve.
- Competent user of Microsoft Office (Word, Excel, Outlook, SharePoint and PowerPoint).
- Experience using databases and other online systems, desirable however training will be provided.
- Polite and confident manner when dealing with enquiries.
- Strong commitment to maintaining confidentiality and handling sensitive information with discretion, in line with data protection and organisation policies.
- Positive can-do attitude.
- Effective communication skills to provide accurate and helpful responses.

## **Additional Information**

- The role may entail some occasional evening and weekend working.
- The role requires an interest in working for a charity that is determined to protect wildlife for the future and for the people of Essex.
- The role requires the ability to drive, including a full driving licence and use of a vehicle, though pool vehicles may sometimes be available.
- The role is based at Great Wigborough, Essex, but requires occasional travel across the county and beyond, with mileage paid for additional travel.



- We support a hybrid working model covering a combination of remote and in- office working. Specific working patterns can be discussed with line manager to ensure mutual alignment and support individual needs where possible.



## Terms

The role is a part-time position working 15 hours per week on a 6 month fixed term contract. We are happy to discuss flexible working arrangements including hybrid working arrangements at the interviews. The salary for this role is £23,966.64 FTE per annum, £9,586.66 pro rata per annum.

Annual leave entitlement starts at 26 days per annum increasing annually to 29 days plus Bank Holidays. We provide company sick pay increasing with length of service, an employee assistance programme, a combined 8% contribution pension scheme, staff social days, colleague nomination scheme and discounts in our Nature Discovery Centres.

## How to Apply

To apply, please use the link to the People First jobs board. The closing date is 5.00pm on Wednesday 18 June 2025.

If you have any queries, please contact Yanika Hennig (Business Partner – Volunteering) on [yanikah@essexwt.org.uk](mailto:yanikah@essexwt.org.uk).

Yanika Hennig  
**Business Partner - Volunteering**



