

Essex Wildlife Trust

Job Description and Person Specification



Job title: Volunteering Officer

Location: Abbots Hall Farm / Hybrid

Reports to: Business Partner - Volunteering

Job Purpose

Essex Wildlife Trust is the county's leading conservation charity, committed to protecting wildlife and inspiring a lifelong love of nature. By 2030, we aim to protect and connect 30% of land and sea and inspire 1 in 4 people in Essex to take action for wildlife.

As the Volunteering Officer, you will work with the Volunteer Coordinator, 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.

Key Tasks

- 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.

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.

Disability Confident Statement

As a Disability Confident employer, we are committed to offering an interview to anyone with a disability that meets all the essential criteria for the post. Please let us know if you require any adjustments to make our recruitment process more accessible.

Signed: _____ Date: _____

Name: _____