

# Volunteer Role Profile

Volunteer Role

**Volunteer Coordinator**

Volunteer Manager

**RSPB Reserve Team**

Where you will be based

**Community**

## Why we want you

We are looking for a strong 'people person' with well-honed organisational skills to champion and coordinate our volunteer teams.

Volunteers are part RSPB foundation and are key to all we do at our reserves and in our projects, so we want to make sure we give them the best experience possible - you will play an important role in helping us do this! We know that we are facing a climate and biodiversity crisis, nature is in trouble, but we strongly believe that we can make a difference.

The RSPB is the UK's largest nature conservation charity! Join our fantastic volunteers who are helping to inspire everyone to give nature a home and secure a healthy environment for wildlife. We will help you gain skills and give you an invaluable insight into our essential work.

## What you will be doing

- Dealing with queries from potential new volunteers who get in touch.
- Being the first point of contact for our existing volunteers and answering general queries.
- Lead on advertising new volunteer roles (on the RSPB and external websites, in the local community).
- Set up interviews with potential volunteers and assist with induction administration.
- Administrative tasks such as recording volunteer hours, registering new volunteers on our database, creating ID badges, organising rotas and processing expenses claims.
- Championing the RSPB's annual volunteer engagement survey.
- Supporting the Site Manager or project manager, reserve wardens and project officers with volunteer administration and recruitment as necessary.
- We'll ensure you're provided with an RSPB mobile phone and are set up with access to the RSPB computer network so you can comfortably carry out your role at home.

## The skills you need

- You'll be trained in everything you need to know beforehand and we'll support you in your role every step of the way.

- Beneficial skills:
- Excellent organisational skills and attention to detail.
- You need to be a great people person, friendly and approachable.
- Excellent telephone manner and written communication skills.
- An ability to lead/inspire others and work as part of a team.
- Creative and forward thinking.
- Computer literacy.
- Ability to work on own initiative and as part of a small team.
- Excellent record keeper.
- Happy to work from home or office.
- Tact/diplomacy.

### **What's in it for you**

- You will be part of a small and friendly team of staff and volunteers. This is a chance to gain experience in working with people of all ages and to learn new skills and develop existing ones.
- You'd be making a real difference by helping us keep the reserves well-supported by volunteers, ensuring they are safe for visitors and well-managed for wildlife.
- There is room for development within the role, an opportunity to volunteer for additional days or role-share.
- You'd be helping us to ensure that volunteers have a rewarding and enjoyable time with us. It's a wonderful opportunity to make a genuine contribution to wildlife conservation.