



Leicestershire & Rutland

Wildlife Trust

Leicestershire and Rutland Wildlife Trust Rutland Water Nature Reserve

JOB DESCRIPTION

Job title: Volunteer and Events Co-ordinator

Responsible to: Head of Engagement

Purpose of post: To centrally co-ordinate volunteer engagement, deployment, support, training and development across the Leicestershire and Rutland Wildlife Trust (LRWT).
To develop, organise and promote events, activities, corporate engagement and room hire at the Volunteer Training Centre (VTC), working where appropriate with LRWT staff.
To manage the effective day-to-day running of the Volunteer Training Centre (VTC); enabling more people to enjoy the natural heritage of Rutland Water Nature Reserve (RWNR), LRWT's other reserves and the natural environment.

Employment term: Full-time (including regular weekends / Bank Holidays).

Hours of work: 35 (TOIL in place of overtime)

Main responsibilities:

With the support of the Head of Engagement you will be:

- Helping to provide a consistent, warm, engaging and positive experience for LRWT volunteers by:
 - Acting as first point of contact for all LRWT volunteering
 - Welcoming new volunteers, educating them about our mission and inspiring helpful positive action whilst volunteering and during their 'out of volunteer' hours
 - Delivering clear effective communications
 - Being responsive and friendly with every interaction
 - Carefully managing their data whilst ensuring it is complete and GDPR compliant.
- Coordinating a varied programme of volunteer training and activities, including heritage and countryside skills, practical habitat management, wildlife surveying monitoring and recording, office-based opportunities, and social events:
 - Providing the briefings, drive and motivation that continue to develop and improve on the current outstanding legacy of volunteering and events centrally across the trust
 - Recruiting and processing new volunteers and dealing with ongoing enquiries
 - Recording and reporting on volunteer numbers and hours facilitated
 - Liaising and supporting LRWT staff who manage volunteers to do so efficiently and effectively
 - Assisting LRWT staff to deliver comprehensive and inclusive volunteer support and development

- Managing appropriate volunteer rotas, keeping the volunteer database up-to-date and accurate, and facilitating networking and clear communications between these groups at all times
 - Ensuring our volunteers health and safety is considered and managed carefully in all trust activities
 - Leading on the trusts volunteering policy, keeping up to date with best practice and ensuring our legal obligations for facilitating activities are met.
- Working with LRWT staff to help produce an exciting, well-publicised and financially viable events calendar for volunteers across the trust whilst ensuring that planning, promotion, delivery and bookings run efficiently:
 - Welcoming new volunteers, educating them about our mission and inspiring helpful positive action whilst volunteering and during their ‘out of volunteer’ hours
 - Promoting, expanding and developing a broad range of volunteering opportunities across LRWT
 - Engaging with new audiences of all ages, backgrounds and abilities, and developing innovative and imaginative opportunities for volunteer access, involvement and activities – including targeted outreach to schools, young people and students, groups with specific needs, and minority groups
 - Liaising with the local community, visitors and other groups as required.
- Managing the efficient day-to-day running of the VTC to ensure it functions effectively and is a friendly space for volunteers, staff and other visitors:
 - Providing a warm welcome to visitors and volunteers, in person and via telephone
 - Coordinating and overseeing room bookings
 - Providing “out of hours” support to users of the VTC via phone, and act/coordinate occasional overnight supervision of guests staying in bunk room accommodation when required
 - Working with other members of staff and volunteers as necessary, take overall responsibility for ensuring adequate maintenance and cleanliness of the VTC, such that the building and surrounds remain functional and are kept in a presentable and operation condition at all times
 - Preparing rooms and arranging catering for events and activities hosted at the VTC
 - Ensuring that the statutory regulations for the building are tracked and up-to-date and the required maintenance is resolved as required within budgets through support contractors.
- Outreach and engagement:
 - Ensuring volunteer activities across LRWT engage and involve individuals from across a broad range of demographics, including those typically underrepresented in the conservation sector in the UK
 - Giving guided tours / walks and talks to interested groups.
- Organisational:
 - Acting as first point of contact for all LRWT volunteering
 - Working with LRWT Supporter Development and Membership Teams, and with relevant external partners, to further develop the VTC as a “go-to” venue for events, training and volunteering in the region
 - Facilitating LRWT membership recruitment activities as required and ensuring LRWT and its work are promoted effectively
 - Delivering a consistent and effective communications, including print, website and social media, in coordination with other relevant LRWT staff
 - Ensuring appropriate liaison and communication with LRWT and Anglian Water staff as well as with other volunteer co-ordinators in the local and conservation voluntary sector.

- Best Practice:
 - Leading volunteers by example, demonstrating at all times the commitment, motivation and work ethic expected of the region's leading conservation charity
 - Ensuring volunteering activities are carried out safely and in accordance with the LRWT's health and safety policy and guidelines.

Any other duties reasonably required.

SKILLS AND EXPERIENCE REQUIRED:

Essential = E Desirable= D

Experience

- Experience of working with and managing volunteers - **E**
- Sales/retail experience (including cash handling) – **E**
- Experience of working within GDPR restrictions to manage volunteer data - **D**
- Experience of visitor centre or building management - **D**
- Experience of working with the public, providing face-to-face interpretation and organising, risk assessing, promoting, managing and leading the facilitation of events - **D**

Knowledge

- Further/higher education in a relevant subject - **D**
- Good natural history skills and knowledge - **D**
- First Aid (training can be provided) - **D**

Skills

- Excellent writing skills and experience of producing articles, media releases and blogs/social media posts quickly and to a high standard - **E**
- Excellent organisational skills, including events organisation - people management skills, record-keeping, and an ability to “think on your feet” - **E**
- Excellent public-speaking skills - able to give engaging talks and presentations to a wide range of audiences - **E**
- Good IT skills – competent in the use of Microsoft Word, Excel and PowerPoint - **E**
- Full, current driving licence - **E**

Personal Qualities

- A 'people person', enthusiastic, passionate and confident in a customer-facing environment - **E**
- Highly motivated, with a great work ethic / ability to maintain composure under pressure - **E**
- Willingness to work weekends and unsociable hours - **E**
- Willingness to roll up your sleeves and join in with volunteers and staff in activities and events - **E**
- Passion for the natural world and conservation - **E**
- An ability to prioritise potentially conflicting demands and deal with pressure, while maintaining a professional and approachable front-of-house service - **E**
- Ability to work alongside a wide range of people with a commitment to equality, diversity and inclusivity - **E**

KEY TERMS AND CONDITIONS OF EMPLOYMENT

Employer:	Leicestershire and Rutland Wildlife Trust
Place of work:	Rutland Water Nature Reserve
Salary:	circa £22,617 per annum (depending upon experience)
Employment term:	The post is offered full-time.
Hours of work:	35 per week excluding lunch breaks; with flexible working to include some evenings and weekends. In practice considerable flexibility is required because of the commitments of the post. Payment for overtime worked in excess of the standard working week is not available, but time-off in lieu may be taken by prior arrangement with line manager.
Leave:	25 days per annum
Pension:	The Trust operates an Auto-enrolment Pension Scheme and pays an employer contribution of up to 7% of gross salary contingent on a 50% matching contribution from the employee
Death in Service:	Death-in-service cover is provided at three times the annual salary
Training:	A training budget is allocated to this post and on-the-job training will also be given.
Travel:	A full, current driving licence is essential. Trust vehicles will be used, if available, otherwise the standard Trust mileage rate will be payable for the business use of the post-holder's private car.
Probation period:	A probationary period of six months applies, during which the employee is expected to demonstrate their suitability for the post. During this period, employment can be terminated by one week's notice by either party.
Equal opportunities:	The Trust's Equality and Diversity Policy is available on request. The requirements for outdoor work in areas with access difficulties should be borne in mind by applicants.
Environmental policy:	The post holder will be expected to carry out their job responsibilities in an environmentally aware manner, ensuring as little damage to the environment as possible. LRWT aims to ensure all resources are utilised effectively and efficiently. The post holder will be expected to apply 'sound value for money' principles in undertaking purchasing or supply of goods and services.

HOW TO APPLY

Please send an up-to-date CV together with a supporting statement that provides evidence of your suitability for this role measured against the job description and essential and desirable person specifications to recruitment@lrwt.org.uk

The CV and supporting statement should be no more than two pages.

Please ensure you have included appropriate mobile, work and home telephone numbers.

Candidates wishing to have an informal chat about the role can arrange to speak to the Jamie Perry, LRWT Head of Engagement by email jperry@lrwt.org.uk

RECRUITMENT TIMETABLE

Deadline for receipt of applications

Midnight on Sunday 27th June 27th 2021.

Interviews

Interviews will be held at the Volunteer Training Centre at Rutland Water Nature Reserve on Thursday 1st July 1st 2021.

BACKGROUND INFORMATION TO THE POST

Leicestershire and Rutland Wildlife Trust is the leading wildlife conservation charity working to protect and enhance the wildlife and wild places of Leicestershire and Rutland. For over 60 years we have been saving wildlife and engaging people with nature. We believe Leicestershire and Rutland should be rich in wildlife for the benefit of everyone - with more wildlife, more wild places and more people having a strong connection to nature.

Leicestershire and Rutland Wildlife Trust works to safeguard local wildlife by:

- Protecting precious places
- Encouraging people to enjoy nature
- Inspiring and educating people
- Researching and surveying wildlife
- Speaking out for wildlife

Whilst serving the whole of LWRT's volunteer activities this role is based our purpose built Volunteer Training Centre based at Rutland Water Nature Reserve.

Rutland Water Nature Reserve (RWNR) is managed by Leicestershire & Rutland Wildlife Trust in partnership with Anglian Water and provides one of the most important wildfowl sanctuaries in Great Britain, regularly holding in excess of 20,000 waterfowl. It is a Site of Special Scientific Interest, a European Special Protection Area and internationally recognised as a globally important wetland site (Ramsar).

RWNR occupies an area of land and shallow water running for 9 miles around the western end of Rutland Water was created in the 1970s with the construction of the reservoir. The overall size of the reserve has been expanded to approximately 1,000 acres with the completion of the major Rutland Water Habitats Project in February 2011. This involved the constructions of nine extensive new lagoons comprising shallow water, snaking islands and wet marginal habitats to provide optimum conditions for wildlife and ensure it is undisturbed by future water management of the reservoir.

The larger section of RWNR lies on the western shore, close to the village of Egleton. Here there is the Anglian Water Birdwatching Centre, nine shallow lagoons, meadows and plantation woodland.

The Lyndon area of RWNR, on the south shore of the reservoir, comprise the Lyndon Visitor Centre, a narrow strip of meadows and shoreline, two large impounded lagoons as well as plantation and ancient woodland.

RWNR is home to the successful Rutland Osprey Project enabling ospreys to breed again in central England for the first time in 150 years. Ospreys are regularly seen fishing over the reservoir from April - September.

A water vole re-introduction project has seen a healthy population established back at RWNR and on the nearby Oakham Canal.

A variety of events and activities take place at RWNR including regular walks, talks and courses. The largest event is the annual Birdfair that takes place at Rutland Water Nature Reserve in August each year. Described as the birdwatcher's Glastonbury, Birdfair is the world's first and largest international birdwatching event and encompasses the whole spectrum of the birdwatching industry whilst at the same time supporting global bird conservation. There are hundreds of stands selling the latest products for wildlife enthusiasts and a packed programme of lectures and events. This event has of course been deeply impacted by the recent pandemic and has been sidelined in different guises for the last two years. We are currently in discussions to determine the long term future and model linked to the sustainable delivery of Bird Fair in the years ahead.

A small army of volunteers are vital to the effective operations of activities at RWNR from practical nature conservation tasks, staffing the two visitor centres, wildlife monitoring and recording and helping stage Birdfair. A purpose-built Volunteer Training Centre – thought to be the first of its kind in the UK – was officially opened by Sir David Attenborough at Rutland Water Nature Reserve in July 2015. The new Centre serves as the hub of an active, supportive community in which volunteers of all ages and backgrounds can make a real difference to our natural heritage, to their lives and to Rutland Water and other nature reserves in the area.

The following website will provide further information about Rutland Water Nature Reserve and the different activities that take place there:

Rutland Osprey Project	www.ospreys.org.uk
Rutland Water Nature Reserve	www.lrw.org.uk/rutland-water
Birdfair	www.birdfair.org.uk

For information on the Leicestershire and Rutland Wildlife Trust see: www.lrw.org.uk