



**Project Officer:  
Young Adult Development (Scotland)**



## INFORMATION FOR APPLICANTS FOR THE POST OF PROJECT OFFICER: YOUNG ADULT DEVELOPMENT

Thank you for your interest in being our **Project Officer: Young Adult Development**. This pack tells you more about the Ramblers, how we work, and details of the role and the people you'll be working with. It also gives information on how to apply.

### About the Ramblers

The Ramblers helps everyone, everywhere, enjoy walking and protects the places we all love to walk. We are the only charity dedicated to looking after paths and green spaces, leading walks, opening up new places to explore and encouraging everyone to get outside and discover how walking boosts your health and your happiness.

Since 1935, the Ramblers have played a crucial role in:

- establishing National Parks
- establishing the first National Trail, the Pennine Way
- protecting paths and place them on definitive maps in England and Wales
- getting access to the countryside, including the Land Reform (Scotland) Act 2003, securing ancient freedoms and the Countryside and Rights of Way Act (2000) which opened up a million hectares of countryside in England and Wales
- helping people to go walking on friendly, group walks and with our and quality library of self-guided routes.

We are as relevant today as ever before. Our programmes and activities are many and varied. We provide:

- Self-guided routes for informal walking, including free, short routes for those new to walking
- Led group walks, including free health walks for those who need a helping hand to get started
- Outings, trips away and social events for our members
- Information and education to the public on places to walk, safety and equipment
- Advocacy and campaigning for a country designed for walking
- Monitoring and inspection of the path network and rights of access
- Maintenance and upgrading of path network

Volunteers are at the heart of everything we do. Other than small staff teams in London, Edinburgh and Cardiff, all our work is carried out by volunteers. Some 25,000 work 365 days a year, rain or shine, to deliver our mission.

This is an exciting time to be joining the Ramblers. In 2015, the Ramblers adopted a new vision and strategic framework. Under a new chief executive we are developing strategies, approaches and plans to help us achieve it. Come and join us, and be part of this vital period in our history.

## **Our vision and strategic framework**

Our vision is a country where everyone enjoys the outdoors on foot and benefits from the experience.

Over the next ten years, we will focus on three ambitions to help us make our vision a reality:

A country designed for walking

We want everything to be in place in England, Scotland and Wales so we can all enjoy the outdoors on foot and benefit from the experience. This includes great places to walk; a true right to roam and path networks that connect people with communities, history, and nature; we want to ensure the right support from government, society, public and private organisations to help us achieve this. A walking country will enable and motivate more people to walk, as a means of transport, for their health and wellbeing, to help the environment or for the sheer joy of it!

Helping everyone find their feet

Walking can take you anywhere. We want to provide the support and resources everyone needs, regardless of their age, background, fitness or mobility, to enjoy and benefit from walking outdoors. We want to help construct the national and local policies and programmes that give individuals and communities the opportunity to go out and walk, and we want to educate them about how walking can improve their health and wellbeing.

Connecting people through the Ramblers

We want to improve the health and wellbeing of the public by providing our own communities of walkers with the best possible Ramblers experience. This includes leading high quality walks, facilitating outings and holidays that help people enjoy the best walking has to offer; producing expert resources so people can safely explore the outdoors themselves and connect with nature; and providing tailored support to individuals to help them progress from the sofa to the summits or the city street to the mountain peak.

We will do all this by leading from the front. Over the next ten years we will stand together with the outdoors community, inspire a new generation of walkers and continue to work in partnership to achieve our three ambitions.

## **Our priorities 2018 - 2021**

As outlined in our strategic framework, we will “lead from the front” and invest in the five strategic priorities outlined below - to stimulate growth, to ensure continued value and relevance to our supporters, and to deliver our charitable aims over the coming decade.

We will invest in the five development priorities outlined below - to stimulate growth, ensure continued value and relevance to our supporters, and deliver our charitable aims over the coming decade.

## **TRANSFORMING OUR DATA, DIGITAL AND INSIGHT CAPABILITIES**

We will create a suite of strategic capabilities including a data centre, insight hub, mobile apps and walk library with new creation and curation tools and a new website and communication system, to provide better insight and improved understanding of - and relevance to - to our supporters. This work will be led by our Director of Data Transformation and her team.

## **DEVELOPING A REGULAR CYCLE OF MAJOR CAMPAIGNS**

We will deliver regular campaign activities throughout the year and innovative, awareness-raising approaches, to reach out and proactively involve supporters with our cause and deliver on our policy aims across all three nations. This work will be led by our Director of Advocacy and Engagement (A&E) and his team.

## **EXPANDING SUPPORT FOR VOLUNTEERING**

We will develop our training, resources, policies and guidance for volunteers across the whole organisation. We will provide support for our walking activities, focusing on those delivering walks, path maintenance and area/group leadership volunteers. We will clarify and integrate our short health walks offer. This work will be led by our Director of Delivery and Development and her team.

## **GROWING MEMBERSHIP AND ASSOCIATED INCOME**

We will put our members at the heart of our work. We will diversify our income through partnerships with individual supporters and with organisations such as the People's Postcode Lottery (PPL), Ramblers Walking Holidays, corporates and trusts; to continue to strengthen our financial position. This work will be led by our Director of Membership and Fundraising (M&F) and her team.

## **IMPROVING INTERNAL INFRASTRUCTURE**

We will improve our in-house support systems (Finance, HR, telephony, video conferencing and remote access systems) through our Tapestry Programme. The upgrading of our foundational infrastructure will enhance our effectiveness and efficiency and help us deliver our mission. We will also develop a long term location strategy. This work will be led by our Director of Services and her team.

**This new role will be based at the Ramblers Scotland office.** Operational priorities of the Scottish team include:

- **Creating a Scotland designed for walking.** That means improving access to the outdoors, protecting the walking environment and promoting walking and outdoor recreation
- **Helping everyone find their feet** by promoting active healthy lifestyles, and delivering the National Walking Strategy Action Plan
- **Connecting people through Ramblers Scotland.** This includes supporting member programmes, training and support for members, developing a broader range of volunteering opportunities, and running campaigns and projects that seek to connect people, both offline and online. Our campaign [Out There](#) is a key aspect of this work.

## **Our governance**

At the heart of everything we do are our members who support our values and deliver the vast majority of our work by volunteering their time and energy. At our annual gathering, called the General Council, these volunteers elect a Board of Trustees who strategically run the charity on their behalf. Formally we are the Ramblers Association, but we operate as the Ramblers.

Whichever nation they call home, every member who joins us is part of Ramblers Great Britain. Ramblers Scotland and Ramblers Cymru operate independently but within the Ramblers GB family. Areas in Scotland and Wales elect a national council similar to the General Council. These councils elect an executive committee who set the strategic direction and policy for our work in Scotland and Wales. Our GB strategic framework and business plan are supported by equivalent documents for Ramblers Cymru and Ramblers Scotland.

Trustees delegate responsibility for the day to day management of the charity to our Chief Executive and her team.

## **About us**

Ramblers operate across GB, with devolved entities in Scotland and Wales. The Directors for Scotland and Wales sit on the Senior Leadership Team for Ramblers GB, alongside Directors for:

- Data and Digital Transformation
- Services
- Advocacy & Engagement
- Membership & Fundraising
- Delivery & Development

There are also staff teams within Ramblers Cymru and Ramblers Scotland, reporting via their directors, to the chief executive. These teams deliver the business plan for their nation.

We have frameworks which set out how work is delivered across our GB and national teams, to avoid duplication and maximise our efforts.

Our divisional structure does not neatly map to our strategic framework pillars. As a small organisation with big ambitions, all our work is delivered in a genuinely cross-team, collaborative way. Whichever division you join, you will have the opportunity to contribute to delivering all aspects of our mission.

Whichever team they're in, and wherever based, our staff all have a few things in common – a passion for walking and the outdoors, a love for our volunteers, and a commitment and resilience to make ambitious plans happen in a challenging environment.

## **The Role**

We are looking for a skilled and creative Project Officer – with an interest (and preferably experience) in working with young adults.

This is a new role where you will be expected to deliver a pilot project, focusing on building the capacity of our four existing young walkers groups in Scotland (Edinburgh, Glasgow, Aberdeen and Tayside) as well as delivering a series of “challenge” activities targeting new young adults, developing their outdoor skills, supporting them to complete a walking achievement (such as a Munro or a specific distance) and enabling them to give back through structured volunteer opportunities.

This position is part of the Scotland team.

## **The Challenge**

It is important that the successful candidate can:

- Plan, organise and execute training events that meet the needs of participants
- Collaborate with others to develop shared plans to developing group skills or ways of working
- Keep accurate records and understand the importance of data and how to analyse trends/themes
- Utilise social media and other communications channels (with support from colleagues in Communications) to spread the word about the project
- Understand the motivations and drivers for volunteers and work effectively alongside volunteers
- Prioritise their own workload and manage competing demands successfully

At the same time you will need to be passionate about the outdoors as we are, with the confidence, resilience and commitment to ensure plans happen.

## **Success Measures**

**You will be able to:**

- Demonstrate that you understand and support the Ramblers’ core values.
- Successfully organise and implement a series of “challenge” activities
- Keep accurate and up-to-date records of participant engagement
- Build supportive and collaborative relationships with our existing young walkers groups
- Provide regular updates on the project as well as formal reporting at 6 months and 12 months
- Trial tools and tactics for building engagement with young adults
- Collaborate with our membership team to develop appropriate supporter journeys for participants

## **The Division**

There are a small number of staff members based in the Ramblers Scotland office in Edinburgh. Their roles cover Scotland-specific activities including campaigns, policy, delivery, communications, engagement and governance – as well as stand-alone projects such as Walk Leadership and this role focusing on Young Adults. There is also a member of staff with a GB-remit based within the Edinburgh office.

## **Candidate Application Information**

Initially please refer to the Role Profile (Job Description) below for this role to check that you meet the criteria in the “knowledge, skills and experience” section that are necessary for the job.

**Then send us your tailored CV, together with a detailed cover letter (not more than 2 pages) along with your EO Monitoring Form by 5pm Sunday 04 November 2018.**

**Shortlisting – w/c 05 November 2018**

**Interviews – Likely to be either Tuesday 13 November or Thursday 15 November 2018**

This can be e-mailed to [recruitment@ramblers.org.uk](mailto:recruitment@ramblers.org.uk) or posted to:

**Human Resources**

**Ramblers**

**2<sup>nd</sup> Floor Camelford House**

**87-90 Albert Embankment**

**London**

**SE1 7TW**

**Any applications arriving after this deadline will not be considered for shortlisting unless there are exceptional reasons.**

### **Candidates with disabilities and special needs**

Please tell us if there are any reasonable adjustments we can make to assist you in your application.

If you have a disability, which you would like us to take into account, please tell us about this when you apply. Please let us know if we can help and remember that you can request information in large print or in a different format.

### **Guidance for CV and cover letter submission**

Please send an up to date relevant CV including contact details of two referees. Note: - we will not take up references before short-listing. Please also complete our Equal Opportunities Monitoring form by downloading from the jobs section of our web page <http://www.ramblers.org.uk/jobs.aspx>

This job pack contain information about the Ramblers, the job vacancy and the person required. You should read these carefully to make sure that the job and conditions are suitable.

It is our intention to appoint the best candidate for every vacancy in accordance with our Equal Opportunities Policy. To do this fairly, within the overall recruitment process at stages throughout the process we will need all candidates to provide relevant information about themselves. This information should be based on the criteria listed in the enclosed person specification and which are regarded as essential to the job.

Providing a covering letter is the most important part of your application. It should be used to tell us how you think you meet the selection criteria listed on the knowledge, skills and expertise

section of the job description. Draw particular attention to experience, skills, achievements and knowledge gained in past employment or other activities which are relevant to the job. It may be easier to use headings relating to the requirements detailed in the person specification and demonstrate how you meet them.

**\*\*\*Ensure your covering letter is no more than 2 pages long (2 sides of A4). \*\*\***

Whilst the application is by CV and covering letter, the successful candidate will be required to complete the Ramblers standard application form on appointment.

## **Equal Opportunities**

The Ramblers is an equal opportunities employer. Candidates should note that our recruitment procedures are carried out in accordance with equal opportunities principles and selection is based on how well candidates meet the objective criteria, which are stated as the requirements for the job. We welcome applications from individuals regardless of race, gender, disability, gender re-assignment, marriage & civil partnership, sexual orientation and pregnancy or maternity

We ask that all candidates for this post complete the Equal Opportunities Monitoring Form available from the job page of our website - <http://www.ramblers.org.uk/jobs.aspx>, which will enable us to monitor the effectiveness of our Equal Opportunities Policy. The information is kept confidentially within the HR Department.

We regret that we are unable to acknowledge receipt of applications, but please telephone the HR Department on 020 3961 3300 if you want to check yours has been received. If you do not hear from us within four weeks of the closing date please assume that you have not been shortlisted.

## Role Profile

<b>Job Title:</b> Project Officer - Young Adult Development	<b>Responsible to:</b> Director for Scotland
<b>Department/Division:</b> Scotland	<b>Responsible for:</b> Volunteers
<b>Contract:</b> Fixed term - 12 month contract	<b>Full Time</b> 35 hours a week
<b>Band:</b> 3	<b>Location:</b> Edinburgh
<p><b>Purpose of Role:</b></p> <p>The role will be responsible for delivering a pilot project building the capacity of our four existing young (18 – 30) walkers groups across Scotland, as well as for leading and delivering a series of skills, experience and volunteer “challenges” to introduce new young adults (and in particular, young women) to getting outdoors safely and with confidence, and to walking with Ramblers Scotland.</p> <p>This role is supported by investment from Scottish Government through Active Scotland and the Health Protection Division.</p>	
<p><b>Key Responsibilities:</b></p> <ul style="list-style-type: none"> <li>• Working collaboratively with our existing young walkers groups, develop appropriate capacity building training plans to enhance the skills and reach of the groups</li> <li>• Develop, organise and promote a series of “challenge” schemes to introduce new participants to walking outdoors safely and with confidence</li> <li>• Using existing Ramblers systems, develop appropriate data capture and management systems to track numbers of participants and their ongoing engagement with volunteer and training opportunities</li> <li>• Deliver skills and capacity building opportunities (around walking, volunteering and group organising), both informally and formally, targeting young adults</li> <li>• Liaise with external organisations and suppliers to ensure that promotion and outreach reaches target groups</li> <li>• Liaise with external suppliers to source appropriate resources and facilities for skills training</li> <li>• Support participants in “challenge” schemes to engage in volunteering opportunities</li> <li>• Work collaboratively with colleagues across GB and within Ramblers Scotland to ensure that the pilot work around young adults is integrated into existing schemes of work. In particular ensuring that key relationships are maintained with Membership, Walk Leadership and with our Volunteering support teams.</li> </ul>	
<p><b>Decision-making</b></p> <p>Post-holder is expected to manage and prioritise their own workload day to day. They will be</p>	

responsible for taking actions to resolve volunteer and participant queries, in line with Ramblers GB/Scotland policies and guidance.

Supervision is available for more significant issues such as responding to major incidents and serious complaints, and developing new support materials and resources.

### **Analysis and initiative**

Initiative is required to help find ways to improve working practices, procedures and policies in own area of work. Ramblers Scotland will draw on resources from Ramblers GB to support the work related to this post including:

- Tone of voice and style-guide for written communications
- Our approach to volunteering
- GB service delivery frameworks
- The Insight Hub (our online data management portal)

The post-holder will be expected to use these tools and approaches to manage day to day support and queries.

The post-holder will focus on agreed priority areas of work, reviewing the pilot scheme at 6 months and at the end of the scheme with a view to developing recommendations and suggestions for ways forward, within the context of Ramblers Scotland (and Ramblers GB) business plans and organisational priorities.

### **Communicating**

Post-holder will communicate with a wide range of colleagues and volunteers and the general public to provide support and guidance on their service areas. They will need to be able to represent Ramblers Scotland to volunteers, members and potential members, and on occasion at external events and consequently will need to be at ease with tailoring spoken and written communications to a range of audiences.

### **People**

The post-holder is expected to build and manage positive working relationship with colleagues from across Ramblers GB and Ramblers Scotland, including the Volunteering & Quality Assurance Officer, the Walk Leadership Programme Manager, the Delivery Officer (Scotland), colleagues in Membership & Fundraising, and colleagues in the GB Delivery & Development teams.

The post-holder will be expected to contribute to fostering positive working relationships with a range of colleagues from external organisations, primarily equivalent third sector and public sector bodies.

### **Resources**

Post holder will have oversight of the day-to-day budget associated with this project (~£,00) and will be expected to monitor spending, with sign-off on budgets sitting with the Director for Scotland.

Post holder may contribute to the development of budgets for future areas of work related to this role

## **Knowledge, skills and expertise (person spec)**

### **Essentials:**

- A proven track record in supporting and working with volunteers
- Personal experience (either as a participant or as a leader) in walking and outdoor skills (e.g. navigation, route planning, group expeditions)
- Experience in successfully organising training events for volunteers or members
- Experience of working with groups to build their capacity
- Proven experience of working with colleagues with different remits to deliver against shared objectives
- Familiarity with using social media to communicate organisational messages
- Experience of working with young adults – understanding the context and potential barriers around outdoor recreation
- Experience of small scale budget management
- Ability to develop strong, collaborative relationships with a wide range of stakeholders including volunteers, members, colleagues and wider partners from across the third sector/government
- Strong verbal and written communication skills with demonstrable attention to detail and the needs of different audiences
- Ability to analyse data and present written reports
- Good IT skills, including web skills and experience of using membership databases
- Ability to work under pressure and to tight deadlines
- Ability to travel and to spend occasional evenings and weekends away from home
- Awareness of comparable third sector organisations within Scotland
- Full clean driving licence and access to a car for business use
- Positive, constructive, problem-solving approach to planning and delivering own work

### **Desirables:**

- Good knowledge of geography of Scotland
- Familiarity with membership organisations and understanding of methods of methods for deepening supporter engagement

## **Key Contacts**

### **Internal:**

- Director for Scotland
- Walk Leadership Programme Team
- Delivery Officer (Scotland)
- Areas & Governance Officer (Scotland)
- Communications & Engagement Officer (Scotland)
- Ramblers volunteers
- Scottish Executive Committee Members

## External

- Peers within third sector organisations (e.g. outdoor organisations, youth organisations)
- Contacts within Scottish Government

## Other essential requirements for the role-holder

Every member of staff is expected to show respect to their colleagues, our volunteers and members and to understand and adhere to the following:

- Ramblers Code of Conduct and Values
- Equality and Diversity Framework
- Health and Safety Policy
- ICT Security Policy

Staff should also ensure that they act in accordance with The Data Protection Act 2018 and the Privacy and Electronic Communications Regulations 2003, Fundraising Code of Practice, Ramblers financial instructions and UK employment law if applicable.

The details contained in the Role Profile, particularly the key responsibilities, reflect the content of the job at the date the document was prepared. It should be remembered, however, that it is inevitable that over time the nature of individual jobs will change; existing duties may be lost and other duties may be gained without changing the general character of the duties or the level of responsibility entailed. Consequently, Ramblers will expect to revise this job description from time to time and will consult with the post holder at the appropriate time.

## **Conditions of Employment**

### **PAY**

The commencing salary of this role is between £ 23 -25,000 pa depending on experience

Cost of living increases are normally applied, subject to approval, in October each year. Salaries are paid on the 28<sup>th</sup> of each month via bank credit transfer.

We do not pay a separate allowance to homeworkers.

### **WORKING HOURS**

The working week is currently Monday to Friday. These may be varied by agreement with your line manager. For some roles, there will be occasions when these hours are exceeded for example some weekend working or a requirement to attend evening meetings. In such circumstances and in agreement with your line manager you may take reasonable time off in lieu. Overtime is not paid.

### **TRAVEL**

For some roles, there is a requirement to travel across the nations and to regional offices (Cardiff and Edinburgh). There may also be, on occasion, the need for overnight stay. Reasonable travel and hotel expenses may be reclaimed using via Ramblers expenses procedures

### **LEAVE**

Annual leave is 25 days per year plus paid holiday on statutory and other public holidays, this is pro rated for part time staff and staff on fixed term contracts. The Ramblers' office is closed on statutory holidays and from 24 December to 01 January inclusive. The office is also closed on 23 December when that day falls on a Monday; and on 02 January when that day falls on a Friday.

### **PENSION SCHEME**

All staff will automatically be enrolled into a Group Personal Pension Scheme as part of our requirement to meet automatic enrolment legislation. According to the statutory requirements, employees will see 2.4% of their earnings going to their workplace pension. In turn Ramblers will be obliged to add a contribution that is the equivalent of 2% of your earnings. Tax relief adds another 0.6%.

In addition, Ramblers currently offer a higher level of contributions at 6% of your basic salary, provided employees contribute at least 5%.

### **PROBATIONARY PERIOD**

All new employees will be required to undertake a period of probation for three months, in which time you will be expected to establish your suitability for the post. At the end of this period and subject to a satisfactory performance you will be transferred to the established staff.

### **RAMBLERS MEMBERSHIP**

All staff on successfully completing their probation get free Ramblers Membership. This gives you access to hundreds of group led walks every week, Ramblers Routes online library as well as four issues of Walk magazine a year. In addition you will be entitled to a host of membership discounts and offers.

#### **TRADE UNION MEMBERSHIP**

The Ramblers recognise the Union Unite. The Union has sole consultation rights within Ramblers for terms and conditions of employment and other matters concerning staff. The Ramblers encourages all employees to join the union.

#### **FLEXIBLE WORKING**

After 26 weeks continuous service, Ramblers will consider applications for flexible working arrangements.

The Ramblers will enable as many jobs to open to job sharing as is operationally practicable.

#### **SEASON TICKET LOANS, CYCLE TO WORK AND CHILDCARE VOUCHER SCHEMES**

The Ramblers operate a childcare voucher scheme (available upon joining), a season ticket loan and cycle to work schemes (available after 3 months service).