

Job Profile Delivery Officer

Job Title: Delivery Officer (GB)	Responsible to: Operations Manager
Department: Operations and Volunteering	Responsible for: Delivery team volunteers
Contract: 1 x permanent, 3 x FTC (12 months)	Full Time (35 hours a week)
Band: 4	<p>Location: Vauxhall, London – 1 permanent and 1 fixed term contract. 1 North of England – home based - FTC 1 South West England – home based - FTC The post holder is expected to undertake planned visits to volunteer (GB) groups and to attend weekend training events/roadshows throughout the year (up to 12 per year).</p>
<p>Purpose of Role:</p> <p>To support Ramblers operational volunteers to help more people go walking, more often, across Great Britain (GB) and to diversify and grow groups. The delivery officer/s provide advice and technical support on walking, mapping, path maintenance, health and specialist walks/groups, walking festivals, walk leadership, navigation and vital functions (like safeguarding, incidents, first aid and insurance). This is done through the development and delivery of quality, consistent services, the management of day to day operations and the development and implementation of project work, working closely with colleagues in Ramblers Cymru and Ramblers Scotland.</p> <p>The main services are delivered through a network of volunteer led groups (500 walking, 200 path maintenance, 59 management groups/areas) and the delivery officers work with volunteers to achieve a good service. The delivery officers (a team of four) deliver some work directly, some with volunteers and provide training to volunteers/staff.</p>	
<p>Service areas delivered are:</p> <ul style="list-style-type: none"> • Walking: Technical advice on all aspects of walking • Short Group Walks: Supporting the development of more variety of walks, including short and special interest walks • Health walks: Integrating health walks with Ramblers groups • Walk Leadership: Support, training and responding to incidents. Supporting the recruitment of new Walk Leaders • Mapping and navigation: Delivering training, providing resources and mapping systems (Ramblers Routes, GWEM, Geo-stack, membership app, insight hub) • Festivals: Advice and support for walking festivals and events • Toolkits: Managing and updating relevant toolkits in the volunteer zone and Volunteering Website • Path maintenance: Supporting path maintenance/access work and development of this with external partners • Managing information updates: To the main website for Area and Group Webpages • Systems: The business owner of GWEM and Ramblers Routes. And working on the development of the new technology like the Geo-stack and membership app. • Group management: Supporting group walking, evolving a programme of group walks and events using GWEM, membership apps, insight hub and Volunteering 	

Website (Assemble). Supporting groups to diversify, facilitate any group changes (such as; group closures, group name changes, boundary changes)

- **Essential delivery functions:** Safeguarding advice, incident support and management, insurance support and advice, first aid support and training

The role of GB delivery officer is focussed on providing support to operational volunteers and together the delivery team will support the services listed above. Delivery officers will also work with Ramblers Scotland and Cymru to enable relevant variation in service delivery while maintaining overall service standards.

The role is mostly office based. GB delivery officers are expected to attend volunteer roadshows/events/conferences and deliver external training, some of this will be at weekends. As well as providing some face to face support to groups as needed which will require travel around GB and overnight stays. TOIL is available to compensate for this.

Key Responsibilities:

Advice and Service Delivery:

- Delivering technical specialist advice and support across the service areas, advising a wide section of stakeholders: volunteers, volunteer managers and other departments across the GB wide network. Each officer leads on specific service areas shared between the team.
- Acting as first point of contact for operational volunteers involved in the key service areas, providing advice and developing key contact relationships.
- Work closely with the Area Support Team to support the delivery of services to group/area/key volunteers
- Lead on the development and implementation of new and existing projects related to improving service areas and diversify/grow group walking
- Regularly review and provide feedback on GB services, identify new opportunities for the charity, identify areas for improvement, recommend and implement solutions.
- Alongside the delivery manager, lead and support the roll out of new and enhanced GB services as required.
- Support the delivery manager, to deliver the commissioning of contracts and tenders relating to services for the Ramblers GB wide and oversee quality assurance for external training or support provided on behalf of the Ramblers for our volunteers.
- Manage incident reporting processes, ensuring key stakeholders are informed, coordinating any actions as appropriate. Develop a good working relationship with the insurance broker and Director of (Support) Services to manage issues relating to insurance compliance. Review and negotiate any changes required to the policy and service offered to groups.
- Work with the Area Support and Volunteering Development teams to identify volunteers, groups and areas who may need more intensive support and to provide this directly, occasionally through visits.
- Support the delivery manager with agreed business areas, taking delegated responsibility for key services or projects

Volunteer Support:

In keeping with Ramblers standards and requirements, including *Our approach to volunteering*:

- Deliver a comprehensive advice and help function* for volunteers, providing remote support via telephone, online systems, emails and face to face.
- Respond to and manage complex issues, which may require additional research and support to resolve, supported by the delivery manager

- Develop and maintain resources to support operational volunteers to deliver consistent GB services.
- Identify, develop and deliver training, coaching and support to volunteers, enabling them to deliver consistent GB services in the network of local groups
- Support volunteers to use and embrace new technology (Geo-stack, apps, volunteering website)
- Line manage, support and train operational volunteers who directly support GB services to other volunteers. Provide supervision on a regular basis to discuss the volunteer's wellbeing, volunteering role and responsibilities and make recommendations to revise the role as needed.
- Provide GB wide visits to volunteers and groups to resolve technical and operational issues and to offer support and training as required.
- Support the recruitment of new operational volunteers and implement good practice volunteer management

*Service provided to over 500 volunteer led local groups, 200 footpath maintenance teams, public, internal and external stakeholders and outside agencies across the GB network. Responding to and signposting over 100 enquiries weekly

Partnerships and Collaboration:

- Work in partnership with external suppliers and partner organisations to develop and deliver GB services and projects.
- Engage and consult with internal and external stakeholders, including volunteer advisory groups, external steering groups, local authorities, partner organisations etc.
- Coordinate and collaborate with colleagues in all departments and nations to deliver cross-organisational projects and manage our response to volunteer queries.
- Enable any nation specific requirements in agreed GB frameworks, by working in partnership with colleagues in Ramblers Cymru and Ramblers Scotland.
- Working in collaboration with the Volunteering Development team to promote volunteering and ensuring consistent good volunteering practice.

Impact and Reporting:

- Lead the way we provide support to operational volunteers to use the insight hub, new data/tech tools and recording impact to support the delivery work
- Build new reports on the insight hub and new technology to enable monitoring and reporting on the service areas and how we are delivering that service
- Provide regular reports on all service areas, sharing outcomes and impact with Ramblers teams and volunteers
- Assess the performance of Ramblers groups, monitor Quality Assurance relating to the operation of groups.
- Identify, respond and mitigate risk, by working in collaboration with other teams and departments to resolve any identified issues or concerns, suggesting solutions.
- Monitor services and products which directly impact on the service areas.
- Regularly report on progress made in areas for which the post holder is responsible, providing data and case studies and related evidence as appropriate.

Budget management

- Report on spending against devolved areas of the delivery budget and offer solutions where budgets are overspent or need to be reviewed by identifying alternative sources of income/funds.

- Manage and monitor the 'Tools for Teams' budget fund available to operational volunteers and groups.

General

- Manage all administration connected to delivery of GB services and related volunteer support.
- Deliver GB services in line with Ramblers policies and procedures and ethos.
- Support other areas of the Ramblers to achieve all aspects of our mission.
- To undertake such other duties as may be reasonably required of the post holder by the Ramblers.
- Deliver GB services to the public, members and volunteers outside of usual working hours, including up to 12 weekends per year.
- To undertake such other duties as may reasonably be required of the post holder by the Ramblers.

Knowledge, skills and expertise (person spec)

Essentials:

- Experience of successfully managing projects or programmes
- A proven track record in managing and working with volunteers
- Excellent interpersonal and customer support skills with demonstrable ability to communicate with empathy and patience
- Excellent verbal and written communication skills with demonstrable attention to detail and the needs of different audiences
- Experience of designing and delivering training and support resources
- Excellent IT skills, a progressive approach to using new technology and an ability to support others to use technical systems, apps, websites and programmes
- Experience of delivering positive change
- Flexible and able to develop strong, collaborative relationships and work in a team
- Ability to understand, apply and explain policies and procedures
- Ability to analyse data and present reports, identifying issues and making recommendations
- Ability to work under pressure and to tight deadlines
- Interest in/knowledge of walking/physical activity/public health/outdoors
- Willing to travel and to spend evenings and weekends away from home
- Willing to undertake training (CPD) to ensure their skills and knowledge are up to date.

Desirables:

- Experience of supporting large numbers of volunteer enquiries remotely by email and phone

Knowledge and experience (professional, voluntary or recreational) of at least one of:

- Geography, mapping, route planning or a related field.
- Risk assessment and group leadership skills in an outdoors context.
- An organisation with a root and branch structure (i.e., where work is coordinated and delivered through a volunteers and members and is member-led.).

Key Contacts

Internal:

Delivery officers and manager

Area Support team
Volunteering development team and volunteering coordinator
Digital engagement officer and team
Senior media and PR officer and team
Walking for Health and Let's Walk Cymru teams
Ramblers Cymru and Ramblers Scotland
Membership services advisors
Operations and Volunteering Department

External:

Specialist suppliers ie Training providers, IT technical specialist providers – walking
Statutory and voluntary sector partners (local authorities, other charities and organisations)
Local community groups
Members of the public

Other essential requirements for the role-holder

Ramblers is a member-led organisation, with the majority of work led by volunteers and all staff are expected to work closely with volunteers and to manage relationships with function specific volunteers. For example, campaigns staff work with campaigning volunteers, finance staff work with finance volunteers, walking operations staff work with walk leader volunteers etc.

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 Job 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.