



Programme Officer – Don't Lose Your Way



INFORMATION FOR APPLICANTS FOR THE POST OF PROGRAMME OFFICER – DON'T LOSE YOUR WAY

Thank you for your interest in being our **Programme Officer – Don't Lose Your Way**. 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.

The operational priorities for the DLYW programme are:

- Creating a DLYW digital platform to enable users to identify, research and apply for lost rights of way.
- Recruiting volunteers and volunteer coordinators across England and Wales.
- Delivering an engaging and far-reaching campaign focused on the issue of lost rights of way and DLYW.

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.

The team

The Ramblers GB staff team comprises five divisions:

- chief executive's office – provides overall leadership to the organisation, supports local area leadership teams and makes sure our charity is governed effectively
- advocacy and engagement – lobbies and advocates on behalf of walkers, campaigns to bring about change for walkers, engages our supporters to help deliver our mission and generates income through fundraising
- operations and volunteering – helps get more people walking more often through member and non-member products and services including group walks, self-guided routes and path maintenance activities; ensures a consistent approach to the management and support of volunteers across the charity
- membership and fundraising – understanding the needs of our members and supporters, to recruit, retain and motivate our members so that we benefit from their loyalty, support and involvement with the charity. To lead fundraising activities to enable the charity to remain free to deliver its charitable aims.
- data & digital transformation – driving change through designing, developing & deploying data & digital capabilities for staff & volunteers
- services – provides underpinning infrastructure to support the delivery of our mission, through finance, human resources, facilities, ICT and member recruitment and retention.

There are also teams in 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 highly motivated individual to support our key Don't Lose Your Way (DLYW) programme as it moves into a crucial, public-facing stage.

In this role you will be expected to ensure high quality support for volunteers engaging with the programme and for users of the new DLYW digital platform. You will be expected to have a flexible and tailored approach to offering support to long-standing volunteers and those who are new to programme. By fostering excellent relationships with volunteers, you will be able to identify and analyse trends in the use of the digital platform and the training needs of volunteers. You will be expected to provide wider support for the programme and enthusiastically contribute to achieving the programme objectives. A passion for delivering excellent support for volunteers is essential.

This position is part of the Advocacy and Engagement Division reporting to the DLYW Programme Manager.

The Challenge

You will be joining the team at a crucial time. With the launch of a campaign focused on the DLYW digital platform there will be an organisational and a wider public focus on the programme and the issue of lost rights of way. As we bring on thousands of new volunteers and users it will be essential to the success of the programme that they are offered an excellent first experience of engaging with the Ramblers. You will need to be an outstanding communicator and take a flexible, creative approach to meeting deadlines with a quick-turnaround. By joining the programme at such a busy time you will be expected to resolve issues independently with appropriate support from the Programme Manager. 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

Over the next two years, working with the DLYW Programme Manager, you will:

- Demonstrate that you understand and support the Ramblers' core values.
- Understand the needs of our current and new volunteers and have put in place strategies to ensure the engagement and support of these groups.
- Have supported the successful launch of the DLYW digital platform.
- Developed resources and guidance materials for volunteers using the DLYW digital platform (working alongside the Volunteering department).
- Have become a champion for the programme and for our fight to save historic rights of way.

Candidate Application Information

Initially please refer to the Job 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 CV and covering letter along with the Equal Opps Monitoring form by 17 April 2019

Interviews – 29 April 2019

This can be e-mailed to recruitment@ramblers.org.uk or posted to:

Human Resources

Ramblers

2nd 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.

Job Profile

Job Profile Title: Programme Officer - Don't Lose Your Way	Responsible to: Programme Manager – Don't Lose Your Way
Department/Division: Advocacy & Engagement	Responsible for: N/A
Contract: Permanent/Fixed term Fixed term – 24 months from start date (with potential for extension – subject to funding)	Full Time 35 hours a week
Band: 3	Location: Central Office, London

Purpose of Role:

There are thousands of miles of historic paths in England and Wales which are not on the map. These paths need to be registered by January 2026 or they will be lost forever. The Don't Lose Your Way (DLYW) Programme is focused on ensuring that the Ramblers make the most of this opportunity to safeguard historic public rights for future generations to enjoy.

Working in a small team within the Advocacy and Engagement division, the DLYW programme is one of our most exciting and important campaigns. Now the programme is moving swiftly into its implementation phase, which includes the roll out of a new digital tool that will enable volunteers to more easily identify and apply for historic routes to be added to the map.

At its heart, this role is about managing existing volunteers to deliver the campaign aims and engaging a new wave of volunteers to take part. As a new and fast moving programme, finding the right tools, resources, support and volunteers to deliver on objectives will all be essential.

Key Responsibilities:

1. Support existing DLYW volunteers to engage with the new DLYW digital platform (to be fully implemented in autumn 2019). Continually monitor engagement of these current DLYW volunteers and amend approaches accordingly.
2. Analyse the status of local DLYW projects around the country and recommend how best they can be transferred to the digital platform.
3. Respond to support request and queries related to the DLYW digital platform and their volunteering more generally. Analyse support requests to report potential issues with the platform or training needs of volunteers.
4. Foster strong relationships with key volunteers, keeping accurate records on the volunteer management system (Assemble), including those already involved in researching historic paths and volunteers in a local leadership role.
5. Ensure that those engaging with the Ramblers for this first time, through the DLYW programme, have a positive experience of volunteering on the programme and of the wider organisation.
6. Working with the Volunteering department, identify appropriate opportunities for taking these new volunteers on a journey to wider and deeper engagement with the Ramblers.
7. Alongside the DLYW Programme Manager, ensure that the management of DLYW volunteers is in line with Ramblers volunteering policies and that any changes to volunteer management and volunteer training processes are reflected in the DLYW programme.

8. Working with the Volunteering department, develop resources and guidance materials for volunteers using the new DLYW digital platform and for general use by those who are researching historic paths. Ensure that existing information sources are accurate, accessible and up to date. Collaborate with colleagues across the Ramblers to ensure that the programme in general, and the volunteering aspects in particular, take into account wider organisational developments and are consistent with other key programmes in the Ramblers.
9. Be a champion for the programme with our existing Ramblers volunteers, new volunteers and all internal and external audiences. Represent the Ramblers at volunteers'/members' meetings and events and contribute to the communications and campaigning promoting the programme.
10. Play a key role in the wider DLYW programme contributing ideas and engaging constructively with the DLYW programme project evaluation, risk management and planning processes.
11. Support the DLYW Programme Manager with budget management, records management and general programme administration.

Decision-making

- The postholder will be expected to manage queries from volunteers and successfully resolve support issues (alongside other relevant teams including IT) without recourse to the programme manager.
- They will make recommendations to the programme manager regarding the approach to volunteering and support within the DLYW programme.
- Guidance will be available from the DLYW Programme Manager for agreeing priorities and proposed volunteer support activity, reviewing work quality and in reconciling cross-functional issues.

Analysis and initiative

- Having good problem-solving skills, the postholder will identify new approaches to achieve the objectives of DLYW in particular in relation to digital development and volunteers. They will make recommendations based on their analysis and be able to articulate the benefits and risks of a approach.
- They must have the ability to critically analyse existing working practice and apply creative solutions to their area of work whilst understanding the wider context within the programme. This will be particularly crucial as the programme is entering a complex implementation phase.
- The postholder will be expected to identify best practice within our current DLYW volunteer activity and be able to understand how this can be effectively applied to other areas.

Communicating

- Excellent communications skills are key to this role. The postholder will be one of the key points of communication with our DLYW volunteers. These volunteers will include those who have been researching historic paths for years and those just new to the issue - therefore the ability to tailor communication to suit the audience and need will be crucial.
- The postholder will be a strong champion for the work of saving historic rights of way and of the Ramblers as a whole. This will be especially important in communicating with new volunteers who are not currently members of the Ramblers.
- They will be able to be distil and impart complex information (relating to the work of researching and applying for historic rights of way or to the digital platform) with clarity and concision.

- The postholder will be required to maintain professional relationships on behalf of the organisation, including with volunteers in leadership roles inside and outside the Ramblers and identify opportunities to improve and develop these relationships.

People

- The postholder will work with colleagues across the organisation to solve queries and support requests working with IT, the Data and Digital Transformation Programme, Policy & Advocacy, and the Volunteering and membership teams.
- As the volunteer lead for the programme the postholder will be a key volunteer manager within the organisation, dealing with all aspects of volunteer management. They will have a good understanding of the responsibilities and expectations of the DLYW volunteer roles and how other volunteer roles relate to these. They will be an advocate for those volunteering on DLYW and will ensure that colleagues and partners are alive to the needs of these volunteers.
- The postholder will need to gain a good understanding of what drives those volunteering on the DLYW programme and be open to the fact that these volunteers will have a broad range of motivations and perspectives (including not specifically related to walking).

Resources

- The postholder will support the Programme Manager with programme administration which will include monitoring and maintaining the DLYW budget.
- They will also be required to provide guidance and advice to others on budgetary issues related to the programme, as well as contribute to planning processes relating to the allocation of divisional resources and budgets.

Knowledge, skills and expertise (person spec)

Essentials:

- Experience of managing volunteers in an organisational setting and an understanding of volunteer motivation and needs.
- Experience of providing advice and support to volunteers, ideally in an IT support or casework context.
- Confident and comfortable using online systems, being able to support others in their use.
- Problem-solving skills with a solutions-focussed approach and the ability to work under pressure and to tight deadlines.
- Strong communicator both in written correspondence and in front of wider audiences.
- Experience of presenting complex information tailored to specific audiences or individuals.
- Good analytical skills and ability to interpret complex information.
- Team player, with demonstrable ability to work collaboratively and build strong relationships with internal and external stakeholders.
- Commitment to ensuring that knowledge and skills are up-to-date and a strong dedication to their own personal development.
- Facility to work flexible and unsocial hours including weekends as and when required.
- Understanding of, or a willingness to learn about issues related to the Ramblers' agenda and rights of way.

Desirables:

- Experience of project and programme management (including risk and budgetary management)
- Experience of managing and engaging with volunteers remotely
- Experience using geospatial based digital/IT systems
- Knowledge of rights of way legislation or experience of working with other legislation
- Experience of delivering written training and support documents and resources for different audiences

Key Contacts**Internal:**

- Programme Manager – Don't Lose Your Way
- Volunteering Department
- Policy and Advocacy team
- Membership team
- Engagement team
- Data and Digital Programme Managers
- Staff at Ramblers Cymru
- IT support team
- Director of Advocacy and Engagement
- Volunteers and members

External:

- Organisations representing other user groups (including Open Spaces Society, British Horse Society, British Canoeing and Cycling UK)
- A wide range of other external stakeholder across the heritage, archival, academic and community sectors.
- Suppliers

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 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.

Conditions of Employment

PAY

The commencing salary of this role is between £27,000 – 32,000 pa depending on experience

Cost of living increases are normally applied, subject to approval, in October each year. Salaries are paid on the 28th 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 six 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 AND CYCLE TO WORK

The Ramblers operate a season ticket loan and cycle to work scheme (available after 3 months service).