



Project Officer - Walk Leadership (Scotland)

Based in Edinburgh



INFORMATION FOR APPLICANTS FOR THE POST OF Project Officer – Walk Leadership (Scotland)

Thank you for your interest in being our **Project Officer - Walk Leadership (Scotland)**. 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 - 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 Operations and Volunteering 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 of Ramblers Scotland team which the Project Officer - Walk Leadership sits in are:

- Creating a Scotland designed for walking – including improving mapping of our path network
- Helping everyone find their feet – including our Young Adult Development & the Walk Leadership projects
- Growing members, supporters and income – including delivering the Introductory Walks pilot
- Becoming a great charity- including supporting our voluntary governance structures

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

- 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 generate 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.

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 skilled **Project Officer - Walk Leadership (Scotland)**.

Background to the Walk Leadership Project

Since 2016, Ramblers Scotland has been developing and delivering a highly successful project on walk leadership. Across Scotland, over 1,200 volunteers lead group walks on behalf of Ramblers Scotland. On average, a walk leader will lead between 3-4 walks annually. High quality group walks represent one of Ramblers Scotland's flagship activities and are cited as a key reason why people choose to join the Ramblers. The Walk Leadership project aims to significantly improve the level of support and consistency Ramblers offers to our walk leaders – both existing volunteers and potential new volunteers. Thanks to funding from Scottish Government, Ramblers Scotland has been able to lead this work on behalf of Ramblers GB, building data systems, deepening organisational understanding on the current state of play for volunteers leading walks on behalf of Ramblers, developing and rolling out training, identifying key volunteer roles and designing an overall training framework to support walk leaders.

As a result of additional increased investment, Ramblers GB is now able to expand the walk leadership project across GB. This role will be focused on delivery of the walk leadership project in Scotland specifically, while working with the wider project team and colleagues across Ramblers GB to ensure that tools, approaches and resources are applicable within the wider GB framework with a view to these being adopted as the project rolls out into subsequent years.

We are looking for a methodical, enthusiastic and experienced **Project Officer - Walk Leadership (Scotland)** to be responsible for delivering of the Walk Leadership project in Scotland – primarily focused on supporting a network of volunteer trainers and mentors to support delivery of walk leadership training in future.

The Challenge

The successful candidate will need to be able to build on existing structures and training to support and maintain a network of volunteers who are in turn able to train, support and mentor our volunteer walk leaders. The post-holder will continue to develop and champion standards for our walk leader training and further develop tracking and evaluation data around this. In addition, this role will be responsible for leading on the creation of volunteer recognition events, to celebrate the input of our trainers especially, and other volunteer roles associated with walk leadership.

Success Measures

You will be able to:

- Maintain and continue to build a network of volunteers, filling roles which in turn support our volunteer walk leaders in Scotland
- Use learning and evaluation of walk leadership work in Scotland to make informed recommendations for how work should be delivered across Ramblers GB
- Demonstrate that delivery of face-to-face training opportunities is supported by appropriate resources, online and offline
- Evaluate using a range of data sources to make evidence informed decisions about the future direction of the project
- Demonstrate that you understand and support the Ramblers' core values.

The Division

This post will be managed by the Director of Ramblers Scotland.

The post-holder must be willing to travel within Scotland to meet the needs of the project, in particular, meeting with volunteers and potential volunteers, sometimes at weekends. **A full driving license and access to a car would be an asset to this role.**

The post-holder would be part of a small team in Edinburgh and will have important links to colleagues in England and Wales and travel to attend team meetings and/or cross-organisational meetings will occasionally be necessary as well. Ramblers GB has video conference facilities, and these can be used to minimise travel where possible.

The Ramblers Scotland team in Edinburgh has 8 post-holders (including the Director for Scotland), working to deliver the Ramblers Scotland business plan, in collaboration with colleagues from across Ramblers GB. The Ramblers GB office in Vauxhall has c70 staff, across a range of GB-wide divisions.

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 please send a CV and covering letter clearly explaining how you meet the role profile and

submit it to us by **Sunday 26 January 2019**

Shortlisting – Thursday, 30 January

Interviews – Thursday 6 February

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 application

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 contains 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.

The application form 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.

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 7339 8500 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

Job Title: Project officer – walk leadership (Scotland)	Responsible to: Director - Ramblers Scotland
Department/Division: Scotland	Responsible for: Volunteers
Contract: Fixed term 18 months initially, with possibility of extension	Hours: 35 hours per week
Band: 4	Location: Edinburgh (with regular travel across Scotland and occasional travel to our London office.)

Purpose of Role:

This role is responsible for delivering of the Walk Leadership project within Scotland.

The role will primarily be focused on building and maintaining a network of volunteer trainers and mentors to support delivery of walk leadership training, and in designing and delivering the appropriate training and support for these volunteer roles. The post holder will build on the foundations that have been developed over the last 3 years.

In 2020/21 significant work will be done to evaluate the progress of the project to date and to make evidence-based recommendations for the future direction of the project. This will include evaluating the impact of walk leadership training; the current model of training delivery; the value of volunteer mentors for new walk leaders.

The Project officer will be developing tools and processes that will be GB-applicable in the short to medium term. The role is primarily focused on delivery within Scotland collaborating closely with colleagues in England and Wales so that lessons learnt can be rolled out.

Key Responsibilities:

Profile

- Manage the profile of the Walk Leadership project across Ramblers GB, through effective collaboration with colleagues in Scotland, England and Wales
- Act as the first point of contact for volunteer enquiries related to walk leadership in Scotland

Training development and volunteer management

- Manage volunteer roles related to the project
- Recruit, support and engage with area trainers and support the recruitment of other relevant volunteer roles
- Developing appropriate mechanisms to train volunteer trainers and support them to delivery training to other volunteers
- Recruit and provide training for walk leadership mentors and further CPD to enable them to continue to develop their mentoring skills
- Lead on an annual volunteer event to recognise walk leadership volunteer trainers role, working with colleagues in the Walk Leadership project team and beyond
- Provide ongoing CPD for all walk leader volunteer roles
- Scoping and developing promotional materials to support volunteer recruitment

- Maintaining walk leader and other volunteer role records
- Ensure role descriptions are up to date

Funder relationships

- In collaboration with the Director, maintain positive working relationship with funders and external stakeholders
- Provide 6 monthly progress reports to funders, plus any additional reports as requested

Quality assurance

- Quality assurance would be at the heart of this role and they would be responsible for tracking the progress of trainers and mentors and moderating the delivery of courses and support
- Evaluate the reach and impact of the role of trainers, walk leaders and mentors, making recommendations for future approaches
- Identify future areas for development and innovation

Volunteer sounding board

- Responsible for administering the volunteer sounding board within Scotland, and working with the Director to determine the best shape for this board in relation to the project.

Team responsibilities

- Collaborate effectively with colleagues in Scotland to ensure the Walk Leadership project and our approaches to Walk Leadership are mutuality supportive of other programmes and initiatives
- Collaborate with team members to develop volunteer recognition and celebration events
- Ensure data management of volunteer support roles are maintained and provide timely reports to the project team based on the data
- Contribute to building a strong and supportive team, and to working collaboratively with colleagues across Ramblers GB

Financial Management

- Manage a small operational budget is managed in line with the Ramblers policies and procedures

Decision-making

The post holder makes decisions or recommendations within their sphere of expertise associated with this project, in line with policies and guidelines that apply to their specialist area of work.

Analysis and initiative

The post-holder will be expected to use their initiative and to develop evidence-based recommendations for improvements, within their sphere of responsibility, supported by the Director of Ramblers Scotland.

Communicating

The post holder will be expected to communicate with a range of audiences internally and externally, including face-to-face briefings, workshops, training courses, presentations, written reports and briefing documents. They will be required to apply their expertise to help frame an issue or argument and engage in dialogue with internal and external contacts confidently.

People

The post holder will work collaboratively with teams across Ramblers GB, including Membership & Fundraising, Operations and Volunteering, Services, Data & Digital Transformation, the CEO office and the team in Scotland. They will also need to be able to work effectively with volunteers, in particular, the

volunteer trainers associated with this project.

Resources

The post holder will have responsibility for managing the course and resources budget of c.£25K p.a.

Knowledge, skills and expertise (person spec)

Essential (E)

1. Demonstrable experience of volunteer development, including designing and delivering train-the-trainer programmes and mentoring approaches
2. Demonstrable understanding of the principles and practice of high-quality walk leadership
3. Experience of using online platforms to support and deliver training, and understanding of how these platforms can fit within a wider framework
4. Familiarity with working within/creating quality assurance schemes of work
5. Experience of managing budgets (£'000s)
6. Experience of working collaboratively with a range of colleagues across an organisation
7. Experience of leading the delivery of events to meet a specific organisational aim
8. The ability to communicate confidently with individuals at all levels
9. Excellent written and verbal communication skills, able to inspire through developing strong cultural buy-in to the aims and vision of the project
10. The ability to effectively monitor and evaluate complex programmes of work
11. Full driving licence and access to a car or other vehicle for business travel
12. Experience of working directly with volunteers and able to demonstrate robust understanding of the opportunities, potential and constraints of working with volunteers

Desirable

- a) Experience of working in a membership organisation/medium size non-profit organisation
- b) Educated to degree level or above or equivalent professional experience
- c) Experience of working directly with volunteers and delivering face-to-face training for volunteers
- d) Experience of working within a multi-location team

Conditions of Employment

PAY

The commencing salary of this role is £28,000-£32,000 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.

WORKING HOURS

The working week is currently 35 hours, 5 days. However, there will be occasions when these hours are exceeded and unsocial hours working may be required. Overtime is not paid. Time off in lieu can be negotiated with your line manager. Times of work can be flexible and are negotiated with your line manager.

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 be 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 your 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, 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).