



Walk Leadership Officer



INFORMATION FOR APPLICANTS FOR THE POST OF WALK LEADERSHIP OFFICER

Thank you for your interest in being our **Walk Leadership Officer**. 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 center, 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 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 the **Walk Leadership** team are:

- Deliver training on Walk Leadership to members and volunteers across GB
- Introduce members and volunteers to the Walk Leadership Pathway, outlining how walk leaders can develop their skills
- Support and train new volunteers to become Walk Leaders (c. 50% of participants)
- Standardise and roll out high quality training resources to support delivery of Walk Leadership Essentials Course and the Walk Leadership Pathway

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 six 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 two highly skilled **Walk Leadership Officers**.

These are exciting roles within a team at Ramblers focused on walk leadership and volunteer support. As a team you will support the delivery of services and underpinning infrastructure which help people to enjoy the benefits of walking, whether they are first time walkers or experienced hikers; whether they want to walk independently or in a group; or to walk in our towns and cities or in our countryside and wild lands. Most of these services are delivered through our volunteer-led network of areas and groups.

We have recently been speaking with our groups to assess their level of interest for training around walk leadership. We now have a list of target areas who have all expressed interest in receiving more support and training. One of our walk leadership officers will be based in the north west of England and target groups and areas in north west and northern counties. The other officer will be based in the south and focus their attention on our groups across the south of England.

Within this environment the Walk Leadership Officers will encourage our groups and our volunteers who lead walks or would like to lead walks, to engage in training. You will build their trust through mutual respect and a shared passion for walking. Your training style will connect with volunteers from a range of backgrounds and abilities to adopt Ramblers approach to Walk Leadership with confidence. You will help us to embed Walk Leadership training into the heart of our support offer for volunteers. Your work will make the most of the training that we have been delivering in Scotland for the last few years in order that we provide members with consistent messages and approaches across GB.

A typical day may include:

- Meeting (face to face or over the phone) with volunteers to build connections, establish baseline data, arrange dates and venues for training
- Planning training materials for your next course and collating feedback from your last course

- Using online booking systems to promote new courses
- Responding to volunteers' questions about Walk Leadership that arise from training
- Connecting with your colleagues across GB to share learning and update them of progress

As much of this training will need to be delivered at times that suit our volunteers, you will have a very flexible approach to your working days. We anticipate around 15-20 days per year will be worked on a weekend, allowing you to make the most of our TOIL policy to take this time back through the week.

This position is part of the Operations and Volunteering team reporting to the Walk Leadership Programme Manager.

The Challenge

This post will deliver an ambitious programme of training. It is therefore important that the successful candidate can:

- Establish contact and build effective relationships with established groups of Ramblers members and volunteers across your specified region
- Develop an informed understanding of the needs and cultures of Ramblers groups across the area
- Plan a coherent programme of Walk Leadership training for members and volunteers
- Effectively promote training opportunities through a mixture of communication channels
- Manage booking systems for participants
- Deliver Walk Leadership training to Ramblers members and volunteers across the allocated region
- Ensure consistent approaches to evaluation and feedback are used and maintained
- Work effectively with colleagues across Ramblers to build on organisational knowledge; contribute to ongoing programme learning; and to inform ongoing programme development
- Reflect on professional practice and articulate learning in a constructive and coherent manner
- Report on activities in a timely, coherent and succinct manner, both verbally and in written reports
- Actively contribute to wider organisational development opportunities, especially with regards to learning and development, volunteer management and Walk Leadership

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.
- Build and maintain effective relationships with Ramblers members and volunteers
- Deliver high quality, well regarded training on Walk Leadership to Ramblers members and volunteers
- Evidence the impact of your work through objective evaluation and adherence to internal quality assurance approaches
- Influence wider organisational approaches to volunteer learning and development

The Division

The mission of the Operations and Volunteering Division is:

- To help people to enjoy the benefits that come from walking, whether they are first time walkers or experienced hikers; whether they want to walk independently or in a group; or to walk in our towns and cities or countryside and wild lands.
- To ensure that users of Ramblers' services deepen the engagement they have with the Ramblers, by developing and delivering an infrastructure that serves the emerging supporter journey.

Functions of the Division are:

- To implement a high quality and cost-effective infrastructure that empowers volunteers to deliver services for walkers
- To recruit and retain a body of motivated volunteers that deliver diverse, welcoming and high-quality services for walkers
- To coordinate a consistency of Ramblers service provision across all parts of GB, that serves the supporter journey
- To deliver all walking related projects in England
- To coordinate walking related projects across Britain
- To manage the implementation of the volunteer approach
- To ensure the legal compliance of all volunteers.

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 application form along with the Equal Opps Monitoring form by 25 March 2019.

Shortlisting: w/c 25 March 2019

Interviews: w/c 01 April 2019

Walk Leadership Officer (North region of England)

w/c 08 April 2019

Walk Leadership Officer (South/South East region of England)

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 form submission

Please complete the application form 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.

Remember 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.

Please ensure that all sections are fully completed, and the form is signed. If additional space is needed please continue on separate A4 sheets, up to a maximum of two additional pages.

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

Job Title: Walk Leadership Officer	Responsible to: Walk Leadership Programme Manager
Department/Division: Operations & Volunteering	Responsible for: N/A
Contract: Fixed Term until June 2020	Hours: Full Time (35 hours a week)
Band: 3	Location: 1 role based in Central Office, London 1 role based in the Manchester area, office or home-based working may be considered.
Purpose of Role: This role will support our groups to be vibrant and successful through the delivery of high-quality training on Walk Leadership for established Ramblers groups. The aim is to deliver training support to all our volunteer walk leaders.	
Key Responsibilities: <ul style="list-style-type: none"> • Build effective relationships with established groups of Ramblers members and volunteers • Develop an informed understanding of the needs and cultures of Ramblers groups • Plan and administrate walk leadership training for volunteers and some members • Deliver Walk Leadership training to Ramblers volunteers and some members • Effectively promote training opportunities through a mixture of communication channels • Manage booking systems for participants and venue bookings • Share training with other staff to increase the capacity and reach of the training • Recruit and train some regional trainers (volunteers) to deliver walk leader training • Ensure consistent approaches to data capture, evaluation and feedback are used and maintained • Report on activities in a timely, coherent and succinct manner, both verbally and in written reports • Work effectively with colleagues across Ramblers to build on organisational knowledge • Actively contribute to wider organisational development opportunities, especially with regards to learning and development, volunteer management and Walk Leadership • Reflect on professional practice and articulate learning in a constructive and coherent manner • Manage an operational budget in the region of £10,000 p.a. • Actively promote Ramblers web-based tools and support volunteers to engage with them as part of a boarder programme of organisational digital and data transformation 	
Decision-making Post-holder is expected to manage and prioritise their own workload day to day. They will be responsible for taking actions to resolve volunteer queries in relation to the Walk Leadership programme, in line with Ramblers GB/Scotland policies and guidance. Supervision is available for prioritising work, developing effective approaches, creative problem solving, recognising success, professional reflection and forward planning.	

Analysis and initiative

Initiative is required to help find ways to establish a new body of training for Ramblers members and volunteers. The post holder will need to have the initiative to work with a range of relationships and communication styles and be adaptive to the range of cultures and needs that exist across different Ramblers groups.

Within the training environment the post holder will be largely working alone. They will be expected to understand the needs of participants; be responsive to participants' learning styles and expectations; problem-solve administrative issues that may arise. Challenging questions within the training environment will be a frequent occurrence that the post holder will be expected to prepare for and manage in situ.

All work will be delivered within the context of Ramblers frameworks, especially *Our approach to volunteering*.

Communicating

The post-holder will communicate with a wide range of colleagues and volunteers to provide support and guidance on their service areas. They will need to be able to represent Ramblers GB 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.

Written communication will reflect Ramblers *Tone of voice and style-guide for written communications*.

People

Crucial to the role will be a proactive approach to volunteer management and support; building and maintaining effective relationships with Ramblers members and volunteers.

The post-holder is expected to build and manage positive working relationship with colleagues from across Ramblers GB but in particular the Walk Leadership Team, Walk Leadership Programme Manager and Delivery Officers across GB.

Through the effective delivery of training and by ongoing relationship management, the postholder will be a positive agent for change within Ramblers, further embedding a culture of learning and development across the region.

Resources

The post holder will manage an operational budget in the region of £10,000 p.a.

The post holder will oversee and sign off volunteer expenses (if applicable)

Knowledge, skills and expertise (person spec)**Essentials:**

1. Experience of managing volunteers in an organisational setting and an understanding of volunteer motivation and needs.
2. Significant experience of delivering training to adults (ideally to volunteers)
3. Experience of group facilitation
4. Experience coordinating and delivering training and support resources to meet agreed organisational outcomes
5. A demonstrable understanding of different learning styles, groupwork theory and associated training approaches
6. A sound understanding of the nature of led-walks and the resulting needs of walking groups
7. Experience of successfully delivering against agreed objectives and to work to agreed deadlines
8. Experience of contributing to the delivery of positive organisational change

9. Ability to develop strong, collaborative relationships with a wide range of stakeholders including volunteers, members and colleagues
10. Ability to analyse data and present reports
11. Excellent verbal and written communication skills with demonstrable attention to detail and the needs of different audiences
12. Ability to problem solve and show initiative in challenging situations
13. Experience of successfully delivering operational activity within budget
14. Excellent IT skills, including web skills, and an ability to support others to use software and programmes
15. Ability to travel across the region and to spend evenings and weekends away from home

Desirables:

- a) Good knowledge of geography of the region
- b) Experience of working for a membership or volunteer-led organisation
- c) Group leadership skills in an outdoors context

Key Contacts

Internal:

Ramblers Volunteers
Ramblers Members
Walk Leadership Programme Manager
Volunteer and Quality Assurance Officer (Walk Leadership)
Courses and Resources Development Officer
Delivery Officers
Volunteering Coordinator
Operations and Volunteering Department
Staff in Wales and Scotland

External:

Suppliers including venue staff
Agencies specialising in related training opportunities (i.e. 1st AID, Navigation etc)

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

The post holder will be delivering training and support to volunteer walk leaders, about 15-20 of these days are at weekends, allowing you to use our TOIL policy to take back time during the week. There will be significant travel and some occasional overnight stays for both post-holders.

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 p.a., depending on experience, is:

London	£27,000 to £32,000 p.a. depending on experience
Outside London	£25,000 to £30,000 p.a. 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 35 hours Monday to Friday. These may be varied by agreement with your line manager. For these 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).