



**ramblers**  
at the heart of walking

## **Volunteering Development Support Officer**

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## **INFORMATION FOR APPLICANTS FOR THE POST OF VOLUNTEERING DEVELOPMENT SUPPORT OFFICER**

Thank you for your interest in our Volunteering Development Support Officer role. 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.

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 placing 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 quality library of self-guided routes.

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

- A member app which enables members to access us wherever they are
- 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 20,000 work 365 days a year, rain or shine, to deliver our mission.

### **Our vision and strategic framework**

Our vision is a country where everyone enjoys the outdoors on foot and benefits from the experience. We are focusing 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. 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 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 friendly staff team comprises six directorates:

- chief executive's office – provides overall leadership to the organisation 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 and maintains our public profile;
- 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 – works to understand the needs of our members and supporters and to recruit, retain and motivate our members so that we benefit from their loyalty, support and involvement with the charity. Also leads fundraising activities to enable the charity to remain free to deliver its charitable aims;
- data digital and technology – drives change through designing, developing & deploying data & digital capabilities for staff & volunteers and also managing our ICT provision;
- services – provides underpinning infrastructure to support the delivery of our mission, through finance, human resources, facilities and data protection.

There are also teams in Ramblers Cymru and Ramblers Scotland, reporting via their directors, to the chief executive.

As a small organisation with big ambitions, all our work is delivered in a genuinely cross-team, collaborative way. Whichever directorate 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.

## **Candidate Application Information**

**Send us your application form along with the Equal Opportunities Monitoring form by 6 January 2020**

**Shortlisting – 7/8 January 2020**

**Interviews – 14 January 2020**

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

**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 only take up references after we make a conditional job offer. 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>

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.

In the application form, please draw particular attention to experience, skills, achievements and knowledge gained in past employment or other activities which are relevant to the job.

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

**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.**

## **Conditions of Employment**

### **PAY**

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

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

We do not pay a separate allowance to homeworkers.

### **WORKING HOURS**

The working week is currently 35 hours a week Monday to Friday. The Ramblers office is open between 8 and 6 – your actual start time will be discussed with your line manager but all staff are expected to be in the office between 10 am and 4 pm. 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 or weekend events. 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 stays.

Reasonable travel and hotel expenses may be reclaimed using the 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. You do not need to take annual leave during the Christmas closure.

## **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 from April 2019, employees will see 5% of their earnings going to their workplace pension. In turn the Ramblers will be obliged to add a contribution that is the equivalent of 3% of your earnings.

In addition, the 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.

## **THE RAMBLERS MEMBERSHIP**

All staff on joining get free Membership of the Ramblers. 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 the 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, the Ramblers will consider applications for flexible working arrangements.

The Ramblers will enable as many jobs to be 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).

## Role Profile

<b>Job Title:</b> Volunteering Development Support Officer	<b>Responsible to:</b> Volunteering Development Manager
<b>Department/Division:</b> Operations and Volunteering	<b>Responsible for:</b> N/A
<b>Contract:</b> Permanent	<b>Full Time (35 hours a week)</b> plus up to 12 weekends per year for delivery of GB services to the public, members and volunteers for which reasonable time off in lieu will be given.
<b>Band:</b> 2	<b>Location:</b> Vauxhall, London (remote working other than occasional days of home working is not an option for this post due to the administrative requirements of the role which necessitate an office base)
<p><b>Purpose of Role:</b></p> <p>This post is located within the Volunteering Development Team. The team are responsible for developing and improving the volunteer experience and the infrastructure to support volunteers. The post holder will support the team in their work on influencing and shaping the role of volunteering ensuring that volunteering continues to grow in prominence and significance within the organisation. The Volunteering Development Support Officer will be focused on supporting the administrative requirements of volunteering and the team function. This will include events planning and organising, maintaining the volunteering system Assemble, , supporting the work around the volunteer journey, liaising with volunteers and volunteer managers, overseeing and supporting the work around volunteer recognition and the annual survey.</p>	
<p><b>Key Responsibilities:</b></p> <p><b>Supporting the work around the volunteer journey</b></p> <ul style="list-style-type: none"> <li>• Supporting the team to oversee and administrate the work around the volunteer journey (recruitment to exit) using Assemble, (volunteer management system)</li> <li>• Keeping the volunteering record current by providing direct work, support to volunteer managers and running reports to check on record quality</li> <li>• Supporting volunteer attraction and recruitment activities</li> <li>• Offering administrative support to the Network Support Manager for work relating to Assemble (volunteer website)</li> <li>• Liaising with staff and volunteers around ensuring volunteer monitoring and reporting is up to date and accurate</li> </ul> <p><b>Events planning and management (this work will be done in tandem with the Volunteering Development Manager)</b></p> <ul style="list-style-type: none"> <li>• Venue location and booking</li> <li>• Setting up events on Eventbrite and Assemble and overseeing bookings</li> <li>• Liaising with the Network Support Manager regarding the promotion and publicity relating to events</li> </ul>	

- Organising equipment, materials and event presenters
- Organising catering, travel and any expenses for participants
- Overseeing event evaluation
- Overseeing invoices and credit card claims relating to events
- Acting as a single point of contact for those with queries relating to events

**Volunteer recognition**

- Overseeing the process in respect of formalised in-house volunteer recognition
- Liaising with volunteers and staff regarding the nomination and awards process for volunteers
- Supporting the organisation and promotion of events during Volunteers Week
- Assisting with raising the profile in respect of volunteer awards
- Acting as a single point of contact for those with queries relating to awards

**General**

- Manage all administration connected to own role and identified tasks for the Volunteering Development Team, including team meeting planning and calendar management
- Work collaboratively with teams across Ramblers GB
- Oversee finance claims for expenditure relating to Volunteering Development Team events
- Work in line with Ramblers policies, procedures and ethos
- To undertake such other duties as may be reasonably required of the post holder by the Ramblers
- Work outside of usual working hours including up to 12 weekends per year

**Decision-making**

Post-holder is expected to manage and prioritise their own workload and to liaise on an ongoing basis regarding decisions relating to events and meetings. The team works closely together and decisions will be made on a collaborative basis.

**Analysis and initiative**

Post-holder will be expected to show initiative in relation to the requirements of their role whilst balancing the team and organisational needs.

**Communicating**

Post-holder will communicate regularly with volunteers, Ramblers staff and external organisations. Communication will take place in a number of different ways including social media, the volunteer website, email and by telephone.

**People**

Post holder provides support to the Volunteering Development Team directly and to all staff across the organisation for information relating to the work of the Team.

**Resources**

Post holder will have access to sufficient resources to fulfil the requirements of their role and will liaise with the Volunteering Manager regarding any financial expenditure.

### **Knowledge, skills and expertise**

- Experience of working in a volunteer environment
- Experience of supporting the organisation and administration for events
- Excellent administrative skills including competence with the MS office suite and databases
- Experience of working with software packages such as Eventbrite and MailChimp
- Good verbal and written communication skills with demonstrable attention to detail and an awareness of the needs of different audiences
- Collaborative and cooperative approach to teamwork
- Ability to work under pressure and to tight deadlines
- Ability to travel and to spend evenings and weekends away from home

#### Desirable

- Experience of working in a national charity with volunteers located remotely

### **Key internal contacts**

- Volunteering Development Manager
- Head of Volunteering Development
- Operations and Volunteering Directorate
- Problem Solving Officers
- Ramblers volunteers

### **Other essential requirements for the role-holder**

Ramblers is a member/volunteer-led organisation 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 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.