

Job Profile
Walk Leadership Support Officer

Job Title: Walk Leadership Support Officer (GB)	Responsible to: Operations Manager
Department: Operations and Volunteering	Responsible for: n/a
Contract: Fixed term – 12 months	Part Time (28 hours a week)
Band: 2	Location: Vauxhall, London

Purpose of Role:

Ramblers currently provide over 50,000 group walks each year, helping over 500,000 people keep active, make new friends and explore the countryside.

The experience of these walkers is largely down to the quality and confidence of our volunteer Walk Leaders, who are responsible for welcoming members and ensuring all walkers have a safe and enjoyable time. These volunteers are the front face of the Ramblers and the difference between a good and great walk.

This role is part of the Ramblers Delivery team based in London. The team are responsible for improving our walking offer and the walkers experience by working closely with and providing support to over 500 Ramblers Groups across England, Wales and Scotland.

This role will assist the Delivery Team in delivering training and support for volunteer Walk Leaders. By providing excellent customer service to both staff and volunteers, the role will ensure the smooth and professional co-ordination of an extensive training programme – including the booking of venues, liaison with trainers and distribution of resources.

This role is office based but may be expected to attend workshops and training events as part of the wider team to ensure the service provided is meeting peoples needs. Training events are likely to be held during the week, evenings and weekends. In the case of any support needed at weekends / out of normal working hours then TOIL is available to compensate this.

Key Responsibilities:

Customer Service

Provide an excellent customer service to groups, trainers and Walk Leaders to support the delivery of the Walk Leadership training – answering queries on training schedules, venues and attendance.

Co-ordination of training and development

Work with the Delivery team and groups to identify appropriate dates, trainers, volunteer participants and venues. Lead on the sourcing and booking of appropriate travel, venues and catering, ensuring value for money and meeting the needs of different people.

Communications

Produce clear and professional communications to ensure all stakeholders have up to date information to support the delivery of training. Resolve issues, such as course cancellations

– communicating changes and updating training dates as appropriate.

Training resources

Work with the Delivery team to develop and distribute high quality training resources – including participant welcome packs and trainer notes.

Training records, systems and reporting

Help manage training records – including providing support to Groups to ensure individual learning records are up to date and that appropriate systems are used.

Undertake such other duties as may reasonably be required of the post holder by the Ramblers.

Knowledge, skills and expertise (person spec)

Essentials:

- Experience of administering and supporting a team / individuals to deliver a project or piece of work.
- Strong interpersonal, written and spoken communication skills
- An understanding and appreciation of the needs of different users and the importance of a user focused service.
- Familiarity with a range of IT applications and an ability to support others to use systems
- Ability to understand and resolve issues
- Flexible and able to work independently and collaboratively as part of a team
- Ability to work under pressure and to tight deadlines

Desirables:

- Experience of supporting training and development programmes
- Working with and supporting large numbers of volunteer enquiries remotely by email and phone
- Experience of project co-ordination and budget management.
- Interest in/knowledge of walking/physical activity/public health/outdoors

Key Contacts

Internal:

Operations Manager and Head of Ramblers Operations
Delivery officers / trainers
Area Support team
Walk Leadership Project Officer - Scotland
Volunteering development team
Volunteer Trainers
Ramblers Groups and Walk Leaders
Membership services advisors

External:

Suppliers ie. venue providers, caterers, printers 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

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.