



ramblers
at the heart of walking

Delivery Officer **(Maternity Cover)**

JOB PACK



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INFORMATION FOR APPLICANTS:

What we do

The Ramblers open the way for everyone to enjoy the simple pleasures of walking. And we step up to protect the places we all love to wander.

When you join the Ramblers team, you're joining a talented, dedicated group of people with a passion for walking and the outdoors. Every one of us has a commitment and resilience to bring ambitious plans to life and a huge appreciation for the volunteers, members and supporters who help us make it happen.

Since 1935, we've been doing everything we can to make sure everyone everywhere can enjoy nature on foot. Today we're Britain's biggest and most vibrant walking community too.

We lead the way, and the walks, for a community of 100,000 walkers. And we help thousands more every year find their feet out in the open to boost their wellbeing naturally.

The Ramblers is a charity dedicated to removing barriers so everyone can enjoy walking in green spaces and to preserving and improving over 180,000 miles of well-loved paths, tracks and trails across England, Scotland, and Wales. We're committed to campaigning to keep our countryside open to all and to fighting for the things that matter most to walkers.

Our successes

We fought to establish National Parks and National Trails – and we won. And we successfully campaigned for everyone to enjoy Britain's coastline on foot. We've helped open up vast swathes of the British countryside which was out of bounds, and we made sure laws were amended and added to keep it that way.

Our future focus

There's still more to do. So, we continue to secure support from government and help construct national and local policies and programmes to build a future fit for everyone everywhere to walk outdoors. We keep on engaging communities and organisations across England, Scotland, and Wales to help us achieve our ambitions. And we're opening up a world of walking opportunities for even more people. You can read our vision and strategic framework [here](#).

Together, we achieve much more.

While we're a small staff team, we achieve big things with the help of people who believe in our cause, like our members, volunteers, campaigners, funders, and partners. Together, we've already achieved significant success and we have ambitious plans for the future.

How we are run

As a charity, the Ramblers is governed by a board of trustees which comprises up to 15 members. Collectively the trustees are responsible for strategic oversight of the organisation and ensuring that our range of activities support our charitable purposes.

In addition to local Groups and regional Areas across Great Britain, under our devolution agreements, substantial authority is devolved to Ramblers Scotland and Ramblers Cymru.

Volunteers

Volunteers are our driving force. Without their hard work and dedication, we simply wouldn't exist. Some 22,000 people generously give their time come rain or shine, to make a difference to the things that matter most to walkers.

The team

The Ramblers has a staff team of around 100 people based at home or who work from our offices in London, Edinburgh, and Cardiff. As well as staff with specific roles in Scotland and Wales, we have six main departments.

The Chief Executive Office provides overall leadership to the organisation, leads the people function and supports the trustees, manages the charity day-to-day and makes sure it's governed effectively.

The Advocacy and Engagement team lobbies and advocates on behalf of walkers, campaigns to bring about change and is responsible for the Ramblers brand and external communications channels to raise our public profile.

The Operations and Volunteering team helps more people get out walking more often through member and non-member products and services such as group walks, self-guided routes, and path maintenance activities. It manages and supports our volunteers across the organisation too.

The Membership and Fundraising team work to deliver long-term, sustainable income and growth to deliver our mission. They form and nurture valuable partnerships with Ramblers members, individual supporters, corporates, trusts, statutory bodies and manage our society lottery.

The Finance, Performance and Impact team drives better ways of working through providing financial support, designing, developing, and deploying data and digital solutions, and it manages every aspect of our IT.

Job Profile Delivery Officer

Job Title: Delivery Officer (GB)	Responsible to: Operations Manager
Department: Operations and Volunteering	Responsible for: Delivery team volunteers
Contract: FTC - maternity cover	Full Time: 35 hours a week
Band: 4 £35,000 to £40,000 per annum, depending on experience	Location: Flexible The post holder is expected to undertake planned visits throughout the year, depending on restrictions.
<p>Purpose of Role:</p> <p>This fixed term role (maternity cover – up to 12 months), will join the Delivery team – to provide core operations support and advice for walking and path maintenance activities.</p> <p>Ramblers activities are delivered through a network of volunteer-led groups (485 walking, 150 path maintenance, 59 management groups/areas) across England, Scotland and Wales. This network enables thousands of people each year to get outside, connect with nature and enjoy the pleasures and benefits of walking.</p> <p>The Delivery team work together with Ramblers volunteers, and colleagues in Ramblers Scotland & Ramblers Cymru, to develop and deliver high-quality walking and path maintenance activities, and to manage day-to-day core operations.</p> <p>Service areas include:</p> <ul style="list-style-type: none"> • Walking: Supporting the development and diversification of Ramblers' led group walks and self-guided walking offer – including short and special interest walks. • Walk Leadership: Supporting the recruitment, learning & development of volunteers to lead safe, enjoyable, and inclusive walks. • Path maintenance: Supporting the development and delivery of practical path maintenance and access work, including via external partnerships. • Systems: business owner for Ramblers walking systems (GWEM, Ramblers Routes) • Group management: Supporting groups to develop, diversify and grow local walk and events programmes – so that more people are able to get out walking. • Core walking operations: volunteer support, incident management, insurance, first aid and group changes. <p>Depending on restrictions the post-holder will be expected to attend volunteer events and deliver training, as well as providing face-to-face and online support to groups as appropriate. This may require some travel around GB, weekend working and overnight stays. TOIL is available to compensate for this.</p>	
<p>Key Responsibilities:</p> <p>Advice and Service Delivery:</p> <ul style="list-style-type: none"> • Deliver technical, specialist advice and support across the service areas, to a wide section of stakeholders: volunteers, volunteer managers and other departments across the GB wide network. Specific service areas are shared between the team. • Act as first point of contact for operational volunteers involved in key service areas, to provide advice and develop key relationships. • Work closely with the Area Support Team to support the delivery of services to groups, areas, and key volunteers. 	

- Lead on the development and implementation of new and existing projects, to improve service areas and diversify/grow group walking.
- Regularly review and provide feedback on GB services, identify new opportunities and areas for improvement, to recommend and implement solutions.
- Alongside the Operations Manager, lead and support the roll out of new and enhanced GB services as required.
- Support the Operations Manager to deliver contracts and tenders relating to services for the Ramblers, and oversee quality assurance for external training or services provided on behalf of the Ramblers.
- Manage incident reporting processes – ensuring key stakeholders are informed, and coordinating actions as appropriate.
- Work with the Area Support and Volunteering Development teams to identify volunteers, groups and areas who may need more intensive support.
- Support the Operations Manager with agreed business areas, taking delegated responsibility for key services or projects.

Volunteer Support:

- Deliver a comprehensive advice and help function for volunteers, providing support via telephone, online systems and face to face.
- Respond to and manage complex issues, which may require additional research and support to resolve, supported by the Operations Manager
- Develop and maintain resources to support operational volunteers to deliver consistent GB services.
- Identify, develop and deliver training, coaching and support for volunteers, enabling them to deliver consistent GB services.
- Support volunteers to use and embrace new technology (including apps, volunteering website, and walk management systems)
- Support and train volunteers who directly support GB services to other volunteers. Provide supervision on a regular basis to discuss the volunteer's wellbeing, volunteering role and responsibilities, and make recommendations to revise the role as needed.
- Support the recruitment of new operational volunteers and implement good practice volunteer management.

Partnerships and Collaboration:

- Work in partnership with external suppliers and partner organisations to develop and deliver GB services and projects.
- Engage and consult with internal and external stakeholders – including volunteer advisory groups, external steering groups, local authorities, partner organisations etc.
- Coordinate and collaborate with colleagues in all departments and nations to deliver cross-organisational projects and manage our response to volunteer queries.
- Enable any nation-specific requirements in agreed GB frameworks, by working in partnership with colleagues in Ramblers Cymru and Ramblers Scotland.
- Work in collaboration with the Volunteering Development team to promote volunteering and ensure consistent good volunteering practice.

Impact and Reporting:

- Lead the way we provide support to operational volunteers to use new data/tech tools and record impact to support the delivery work.
- Build new reports on the insight hub and new technology to enable monitoring and reporting on the service areas and how we are delivering that service.
- Provide regular reports on all service areas, sharing outcomes and impact with Ramblers teams and volunteers.
- Assess the performance of Ramblers groups, monitor quality assurance relating to the operation of groups.

- Identify, respond and mitigate risk, by working in collaboration with other teams and departments to resolve any identified issues or concerns, suggesting solutions.
- Monitor services and products which directly impact on the service areas.
- Regularly report on progress made in areas for which the post holder is responsible, providing data and case studies and related evidence as appropriate.

Budget management

- Report on spending against devolved areas of the delivery budget and offer solutions where budgets are overspent or need to be reviewed by identifying alternative sources of income/funds.

General

- Manage all administration connected to delivery of GB services and related volunteer support.
- Deliver GB services in line with Ramblers policies and procedures and ethos.
- Support other areas of the Ramblers to achieve all aspects of our mission.
- To undertake such other duties as may be reasonably required of the post holder by the Ramblers.
- Deliver GB services to the public, members and volunteers outside of usual working hours, including up to 12 weekends per year.
- To 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 successfully managing projects or programmes
- A proven track record in managing and working with volunteers
- Excellent interpersonal and customer support skills, with demonstrable ability to communicate with empathy and patience
- Excellent verbal and written communication skills, with good attention to detail and the needs of different audiences
- Experience of designing and delivering training and support resources
- Excellent IT skills, a progressive approach to using new technology and an ability to support others to use technical systems, apps, websites and programmes
- Experience of delivering positive change
- Flexible and able to develop strong, collaborative relationships and work in a team
- Ability to understand, apply and explain policies and procedures
- Ability to analyse data and present reports, identifying issues and making recommendations
- Ability to work under pressure and to tight deadlines
- Interest in/knowledge of walking, physical activity, public health or the outdoors
- Willing to travel and to spend evenings and weekends away from home
- Willing to undertake training (CPD) to ensure their skills and knowledge are up to date.

Desirables:

- Experience of supporting large numbers of volunteer enquiries remotely by email and phone
- Knowledge and experience (professional, voluntary or recreational) of at least one of:
 - Geography, mapping, route planning or a related field.
 - Risk assessment and group leadership skills in an outdoors context.
 - An organisation with a root and branch structure (i.e., where work is coordinated and delivered through a volunteers and members and is member-led.).

Key Contacts

Internal:

- Delivery officers and Operations Manager
- Area Support team
- Volunteering Development team
- Digital engagement officer and team
- Senior media and PR officer and team
- Walking for Health and Let's Walk Cymru teams
- Ramblers Cymru and Ramblers Scotland
- Membership services advisors
- Operations and Volunteering Department

External:

- Specialist suppliers – e.g. training providers, IT technical specialist providers
- Statutory and voluntary sector partners (local authorities, other charities and organisations)
- Local community groups
- Members of the public

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.

Candidate Application Information

Send us your CV and a cover letter (max of 2 sides) of why you think you have the skills and experience for this role to recruitment@ramblers.org.uk by Friday 23rd July 2021.

We will review all applications and confirm by email whether we are going to be taking you through to interview stage.

Equal Opportunities

The Ramblers welcome all sections of the community to work with us to achieve our vision. All applicants will have fair and equal access to recruitment and selection opportunities based solely on their abilities.

If you have a disability, which you would like us to consider, 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

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.

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.

We regret that we are unable to acknowledge receipt of applications, but contact HR team on recruitment@ramblers.org.uk if you want to check your application 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.