# Role Profile

<table>
<thead>
<tr>
<th><strong>Job Title</strong></th>
<th>Community and Volunteer Development Officer</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Role Profile Title</strong></td>
<td>Community and Volunteer Development Officer</td>
</tr>
<tr>
<td><strong>Department</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Location</strong></td>
<td>Sandwell Valley Reserve, Midlands Region</td>
</tr>
<tr>
<td><strong>Reports to</strong></td>
<td>Site Manager</td>
</tr>
<tr>
<td><strong>Direct Reports (including Volunteers)</strong></td>
<td>Volunteers</td>
</tr>
<tr>
<td><strong>Starting Salary Range</strong></td>
<td>£17,276 to £18,715 per annum</td>
</tr>
<tr>
<td><strong>Closing Date</strong></td>
<td>16 May 2017</td>
</tr>
<tr>
<td><strong>Interview Date</strong></td>
<td>30 May 2017</td>
</tr>
<tr>
<td><strong>Job Purpose</strong></td>
<td>To build support for conservation among the local community, and to develop, lead and empower a team of local volunteers and support those to deliver an exciting programme of events and activities.</td>
</tr>
</tbody>
</table>

## Key Result Areas

- Develop and implement a programme of activities that raise conservation awareness and build a high level of community support.
- Develop a volunteer team to achieve project objectives and targets and ensure that all volunteers receive an excellent volunteering experience.
- Promotion of volunteering opportunities and recruitment of new volunteers to support local delivery priorities.
- Train and develop volunteers to enable them to fulfil roles effectively, promote personal development and ensuring all volunteers receive an excellent volunteering experience.
- Ensure the effective administration of activities to ensure they are delivered effectively.
- Ensure all volunteer information and procedures are followed to meet the RSPB standards of volunteer management and safeguarding.
- Work with colleagues to promote activities to the media and target audiences to gain support for our work.
- Organise and, where appropriate, deliver community engagement activities to gain support from key audiences in the local community.
- Organise, facilitate and administrate meetings and stakeholder events as appropriate in support of effectively delivering project objectives.
- Monitor and evaluate agreed community outcomes to provide progress reports internally and externally and where necessary recommend changes to achieve outcomes.

**Sandwell Valley role only**
- Carry out Duty Manager role for the centre/reserve one day per week to ensure effective management of daily site operations

**Cardiff role**
- Support the Cardiff Office Admin Team to deliver the smooth running of the RSPB Cardiff office

### Key Contacts and Working Relationships

<table>
<thead>
<tr>
<th>Internal</th>
<th>External</th>
</tr>
</thead>
<tbody>
<tr>
<td>Site/project team – working collaboratively on volunteer recruitment and activities.</td>
<td>Local partner organisations – working collaboratively on volunteering promotion and community activities.</td>
</tr>
<tr>
<td>Regional team members with lead roles in relevant work areas (as relevant to the role) including Volunteering Development Officer, Youth and Education Officer, Regional Projects Manager to get direction and advice.</td>
<td>Project funders – to provide progress reports and fulfilment.</td>
</tr>
</tbody>
</table>

### Financial Responsibility

- This role is responsible for specific budgets (including projects). Responsible means:
  - Monitors spend against targets whilst minimising risk.
  - Decides on appropriate expenditure to meet objectives.
  - Manages day-to-day procurement of goods and services, including selecting appropriate suppliers and contractors.

### Essential qualifications

1. Education to at least A level standard or equivalent.

### Essential skills

2. Public speaking and presentation skills.
3. Strong planning and organisational skills.
4. Excellent interpersonal skills with an ability to connect and engage with a diverse range of audiences.
5. An aptitude to work and connect with young people.

### Essential experience

6. Proven experience in volunteer recruitment, management and development.
7. Experience in community engagement with a focus on urban areas.
**Desirable qualifications, knowledge, skills and experience**

8. Experience in delivering training sessions.
9. Experience of working with the media (including social media).
10. Broad knowledge of natural history and conservation.

**How we expect you to work**

The RSPB has seven key competencies that are important to our organisation’s success. We expect all employees to demonstrate these competencies in everything that they do. The heading descriptors of the seven competencies are:

**Direction:**
You ensure you have a clear direction and sense of common purpose that guides what you do and how you approach your work.

**Energy:**
You bring energy and urgency to the RSPB to motivate people to do the best they can.

**Capability:**
You build your own and other people’s capabilities, directly and indirectly.

**Relationships:**
You communicate effectively and build productive internal and external relationships.

**Change:**
You support continuous improvement and change and constantly look for way to do things better.

**Advocacy:**
You act as an advocate for the RSPB.

**Performance:**
You get things done, achieve ambitious goals and the RSPB’s aims.

**In line with these competencies, the following behaviours are essential upon appointment to this particular role and will need to be part of what you do for you to add value to the RSPB:**

- Shows people how their role contributes to RSPB goals.
- Encourages a sense of enjoyment and satisfaction at work.
- Gives people the chance to learn and grow.
- Responds to conflict constructively.
- Teaches their team how we want the RSPB to be seen.
- Adapts their leadership style to suit the different needs of their people.
- Constantly looks for ways to improve the way things are done.

**Additional Information**

- This role will involve lone working.
- This roles acts as Duty Manager on a weekly basis.
- This role will require regular weekend and evening working.
- This role will require occasional travel within the UK.
- This role will require occasional overnight stays away from home.
The RSPB works for a healthy environment for all and we therefore expect you to take action in accordance with our Environmental Policy and objectives. Together we can make a positive difference for our world.

In the RSPB, volunteers are a major resource and make a vital contribution to the RSPB’s aim to take action for the conservation of wild birds and the environment. Employees are responsible for encouraging, developing and supporting volunteers in their work for the RSPB.