Candidate Information Pack

Community Volunteer Officer
– RSPB Cymru
**Job Title**
Community Volunteer Officer (18-month fixed term contract)

**Purpose of Job**
To develop, lead and empower a team of volunteers recruited from the local community and support them to deliver an exciting programme of events and activities within the Giving Nature a Home in Cardiff project.
To work as part of a new and exciting team connecting children and families to nature in Cardiff and provide general administrative assistance to support the work of the team and volunteers.

**Salary Range**
£18,350 - £20,350 per annum

**Dept/Reserve**
Wales

**Primary Work Base**
Cardiff

**Line Manager**
Project Manager, Public Affairs

**Reportees**
Giving Nature a Home in Cardiff Volunteers

**Main Duties**
- Work with the Project Manager, Volunteer Development Officer, partners and agencies to recruit volunteers, including family volunteers, to support and deliver Cardiff-wide events, activities and outreach sessions that engage children and families with nature.
- Lead, manage and empower a team of volunteers to ensure all relevant project objectives are met, training and development needs are identified and addressed and volunteers are inspiring, knowledgeable and motivated during the lifetime of the project and beyond.
- Enable, promote and monitor volunteer progression through appraisals, the development of roles, rewards and an internship package.
- Work with the project team to roster volunteers to deliver outreach sessions and events as required and ensure all related resources and logistics for volunteers are in place.
- Work with the Volunteer Development Officer and Project Manager to monitor, evaluate and enhance volunteer experiences within the project.
- Ensure all volunteer information and procedures are followed to meet the RSPB standards of volunteer management and safeguarding.
- Provide general administrative support for the project team and Cardiff office as required including managing staff and volunteer expenses, arranging meetings, travel arrangements etc.

**Other Duties**
- Ensure appropriate Health, Safety and Welfare policies are followed at all times relating to the project, children and volunteers.
- Support related regional events and activities where appropriate.
### PERSON SPECIFICATION

**PLEASE ASSUME REQUIREMENT IS ESSENTIAL UNLESS STATED AS DESIRABLE**

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<th>Education/Qualifications</th>
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<tr>
<td>Good standard of education including English and Maths to GCSE or equivalent</td>
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<td>Volunteer management training</td>
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<tr>
<th>Knowledge</th>
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<td>Good understanding and working knowledge of the voluntary sector</td>
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<td>IT skills in MS Word, Excel, Outlook, internet and powerpoint</td>
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<td>Broad knowledge of natural history and conservation</td>
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<td>Experience of working with the media (including social media)</td>
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<th>Skills</th>
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<tr>
<td>Ability to inspire, create energy, enthuse and champion volunteering</td>
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<td>An aptitude to work and connect with young people</td>
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<td>Excellent interpersonal skills, able to quickly establish rapport and build strong relationships</td>
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<td>Excellent public speaking and presentation skills</td>
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<td>High levels of leadership and professionalism in all work</td>
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<td>Ability to manage own work and support work streams of others</td>
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<td>Strong planning and organisational skills with high levels of attention to detail</td>
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<td>Ability to read, write and converse in Welsh</td>
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<table>
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<th>Experience</th>
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<tr>
<td>Proven experience in volunteer recruitment, management and development</td>
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<td>Experience of working with partner organisations and agencies</td>
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<td>General administrative experience in a busy office environment</td>
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<td>Experience in community engagement with a focus on urban areas</td>
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<td>Experience of being a volunteer and or an intern</td>
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<td>Experience of developing young volunteers and or family volunteers</td>
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<td>Experience in delivering training sessions</td>
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<tr>
<th>Additional information</th>
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<tr>
<td>This role will require occasional weekend and evening working, travel within the UK and overnight stays away from home.</td>
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<tr>
<td>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.</td>
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<td>You will be expected to apply ‘sound value for money’ principles in undertaking purchasing or supply of goods and services.</td>
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<td>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. You will be expected to encourage, develop and support volunteer involvement in our work.</td>
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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 the following behaviours in everything that they do:

**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.

How to Apply

We would invite you to complete the application form at the end of the pack and send it on to Vera McCarthy at vera.mccarthy@rspb.org.uk.

If you have questions about the role please contact Carolyn Robertson by email carolyn.robertson@rspb.org.uk or by telephone 02920 353318.

Please take care to ensure you clearly detail how your skills/knowledge/experience demonstrates you are able to deliver on the key result areas, remove the role information and only send the application.

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<tr>
<th>Closing Date</th>
<th>Friday 30 October 2015</th>
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<tr>
<td>Interview Date</td>
<td>Wednesday 18 November 2015</td>
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Who we are and what we do

The RSPB exists to give nature a home. We help our birds, other wildlife and natural places survive and thrive.

On our doorstep are woods and farmland, moors and marshes, cliffs and mountains. They are home to an astonishing array of precious but threatened wildlife. Every species is unique, but they are all connected to one another. And every one of them needs a home to survive.

Sadly, many of our best loved and most iconic species can’t find a welcome home here any more. It’s our job to change this. A country that’s not home to skylarks and puffins, red squirrels and hedgehogs is not a country any of us want to live in.

To protect our threatened birds and other wildlife, we need to protect the places where they live. If we are taking care of nature, we are taking care of ourselves and future generations.

The RSPB in a nutshell

The Royal Society for the Protection of Birds (RSPB):

- Was formed in 1889 to counter the barbaric trade in bird plumes for women’s hats
- Has since grown into a world-leading wildlife conservation organization and now speak out for all birds and wildlife, tackling the problems which threaten our environment
- Has over a million members, including more than 200,000 youth members
- Has more than 2,000 active staff members and almost 18,000 volunteers, who donate more than a million hours of their time – that’s the equivalent of 600 full-time staff
- Has a NET income available for charitable purposes of £89.3 million
- Has more than 200 nature reserves covering 143,780 hectares and home to 80% of our rarest or most threatened bird species
- Has a UK headquarters, three national offices and eight regional offices
- Has a network of over 150 local groups and more than 150 youth groups
- Has an impressive global reach, with active projects and capacity building programmes in 26 countries and 8 UK Overseas Territories
- Is the UK partner and leading player, in Birdlife International
- Has the largest charity mail order operation in the UK, and also has the UK’s most successful charity credit card

Volunteers

Volunteers founded the RSPB 125 years ago and remain a vitally important part of the organization today; there are approximately nine volunteers for every paid member of staff.

Our volunteers bring a unique range of skills and qualities to the RSPB, help stretch our scarce resources and keep us in touch with grass roots.
Our Strategy, Mission and Cultural Values

Our Strategy

Our vision: a world richer in nature
Imagine this. Wild birds and other wildlife will no longer be declining. Nature is restored, enriching and sustaining the lives of people as a result. Such a world would guarantee that future generations have clean air and water, a stable climate, abundant and diverse wildlife, and a robust, diverse and sustainable economy.

Our long-term purpose: saving nature
We believe that:
  * There is a moral imperative to save nature
  * Nature is crucial for peoples quality of life and the planet’s life support systems
  * Birds are an integral part of the web of life
  * We are well placed to stand up for birds and all nature
  * The challenge is great, we must work with others to succeed
  * We need growing popular support

Our Mission

By 2020
Our work is both urgent and important and we need to act now to make a difference. The world’s governments have committed to halting biodiversity loss by 2020 and we will challenge them, as well as businesses, civil society and ourselves, to take the steps necessary to reach this goal, and then go further.
Our Cultural Values

Our cultural values are the way we work with each other and partners:

**Bold**
We speak out honestly for what we believe in, aiming higher and pushing further for growth. We seek to provide innovative, fun and sociable ways for people to get involved

**Focused**
We identify where birds and wildlife are most under threat, then act decisively and with commitment to save them and deliver tangible results

**Supportive**
We support each other and our sector partners in order to flourish, and make sure our supporters receive reward and recognition for their contribution

**Together**
We work together for the biggest possible impact across the RSPB and with partners across the UK and globally
Working at the RSPB

Hours of work
Normal hours of work for full-time employees are 37.5 hours per week. We are introducing new Flexitime and TOIL frameworks to recognise the commitment of staff and their willingness to be extremely flexible in the interests of conservation and the organisation, with the aim of making flexibility available to as many people as possible.

Leave entitlement
Holiday entitlement in a full year is 26 working days, four of which must be taken during the RSPB’s Christmas shutdown. Public holidays (or days in lieu) are additional to annual leave. Long serving staff receive additional holidays:

- 3 years continuous service: 28 days
- 7 years continuous service: 30 days

Part-time staff (which includes part-year staff) are entitled to a pro-rata number of days annual leave.

The RSPB prides itself on being a flexible and supportive employer. We have a range of options available to support our employees including parental, family, and special leave alongside our maternity and paternity leave arrangements. More details of entitlements when working at the RSPB can be found on our intranet page.

Payment during sickness absence
The RSPB operates an Occupational Sick Pay Scheme (OSP) in parallel to Government Statutory Sick Pay Scheme. OSP allowances are determined by length of service from 30 days (6 weeks) in your first year up to 180 days (30 weeks) after 5 years service

For part-time employees, OSP is based on the number of days worked per week and paid at the normal part-time rate.

Learning & development
The RSPB is committed to supporting new employees. We offer a wide range of learning and development opportunities including on-going training, e-learning and through our induction process.

We have a long standing commitment which has survived the economic downturn, to providing quality learning and development opportunities. We prioritise leadership and management which is key to people motivation and success. Our recent leadership programmes have received the Institute of Leadership and Management accreditation.

The Learning and Development team’s focus and aim is to aid the organisation to succeed.

The RSPB is currently going through a job evaluation review. We just wanted to let you know that all jobs are subject to this review, including our current job vacancies. The results of the job evaluation review and the new payband structure will be implemented across the RSPB later in 2015 and you will be kept fully informed of the outcomes.
Staff benefits

Pension
The RSPB operates a defined benefit pension scheme, called a cash balance scheme. Both members and the RSPB make contributions to the scheme and the RSPB bears the administration costs of running the scheme. The RSPB’s cash balance scheme is contracted in to the State Second Pension.

Flexitime
The RSPB operates a flexitime system.

Childcare Voucher Scheme
The Childcare Voucher Scheme is open to all employees who are parents or guardians and currently use childcare facilities. Employees can opt to receive part of their salary in childcare vouchers up to a maximum of £243 per month to use with a wide range of childcare providers. The amount received in vouchers is tax free.

Employee Assistance Scheme
All RSPB employees have free access to an Employee Assistance Programme provided by The Validium Group. This service is available 24 hours a day, 365 days a year.

Green loans
Employees can apply for an interest-free loan to buy a bicycle or a season ticket.

Free entry to RSPB Nature Reserves and discount on RSPB retail items
Employees can visit any RSPB reserve free and can receive up to 20% off retail items in the RSPB’s shops.

Staff Association
The Staff Association is the official, independent body that exists to protect and promote the interest of its members, to represent their views and to act as a consultative body. It is officially recognised and supported by the Management Board and Council as the formal channel for the communication of staff views. All employees are eligible to join the Staff Association.

Sabbatical leave
For every seven years continuous service from the date of joining and each seven years thereafter, all employees are eligible to apply for a sabbatical. We give a maximum of four weeks paid leave.

Life Assurance
All our staff are automatically covered for death in service benefit. This cover is not conditional on becoming a contributory member of the RSPB pension scheme. A lump sum of three times their pensionable salary at the date of the employee’s death is paid to their beneficiaries or estate.

Relocation policy
We are able to offer a limited amount of financial help towards relocation costs for employees, depending on the circumstances.
Environmental Statement

We have a role to play in protecting our environment by being as ‘green’ as possible. As a conservation organisation, we know a healthy environment is critical for nature and that we need to lead by example. Through our environmental management system (EMAS), we have an Environmental Policy, objectives and targets which prioritises where we can do most. All staff members are asked to respect and adhere to our green principles.

Equality and Diversity at the RSPB

The RSPB is part of a global network that incorporates a diversity of traditions and cultures, and which represents different inheritances, backgrounds, influences, perspectives and experiences. A better understanding of people’s differences will help us to appreciate and value everyone’s contribution, and recognise that we are all an integral and invaluable part of the RSPB.

Everyone has the right to be treated with consideration and respect. The RSPB is committed to achieving a truly inclusive environment for all, by developing better working relationships that release the full potential, creativity and productivity of each individual, and an atmosphere where everyone can learn, work and live free from prejudice, discrimination, harassment and violence.

The RSPB aims to ensure that all staff, volunteers, partners, clients, contractors, members and the general public are treated fairly. Unless it can be shown to be justified, this will be regardless of sex, sexual orientation, gender re-assignment, marital or civil partnership status, race (including colour, nationality, ethnicity, or national origin), disability, medical status, age, religion or belief, political opinion, social or economic status, or ex-offender status.

Employment Checks

All offers of employment are made subject to the following criteria:

**Proof of eligibility to work in the UK, Satisfactory Employment Health Check, Two references satisfactory to the RSPB and where required a Satisfactory Criminal Records Bureau Check.**

Applications from candidates requiring a certificate of sponsorship under the UK points-based immigration system will not be considered if there are suitable candidates who do not require sponsorship. This is because employers need to demonstrate that they are unable to recruit a resident worker, before they can recruit a non-resident worker*.

The resident worker rule does not prevent applicants requiring sponsorship from applying for our vacancies, but such applications should be made on the understanding that they can only be considered subject to the restrictions above.

For further information, please visit the Home Office UK Border Agency website.

*This rule does not apply to those applying for roles that require a bachelor, postgraduate degree or postgraduate certificate in education qualification. It is necessary for the qualification to be an essential requirement for the role and the applicant to prove that they possess such a qualification (or have completed a minimum of 12 months study in the UK towards a UK PhD), which is recognised in the UK.*
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<tr>
<th><strong>Job Ref. No.</strong></th>
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<td><strong>Position applied for</strong></td>
<td>Community Volunteer Officer</td>
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<td><strong>Location</strong></td>
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<td><strong>How did you first learn of this vacancy?</strong></td>
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<td><strong>Identification details</strong></td>
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<tr>
<td><strong>Surname</strong></td>
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<td><strong>Dr/Mr/Mrs/Miss/Ms/Other</strong></td>
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<td><strong>Forenames</strong></td>
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<td><strong>Email address</strong></td>
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<tr>
<td><strong>May we, with discretion, phone you at work?</strong></td>
<td>Yes ☐ No ☐</td>
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<td><strong>Home tel no</strong></td>
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<td><strong>Business tel no</strong></td>
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<td><strong>Do you hold a current, valid driving licence?</strong></td>
<td>Yes ☐ No ☐</td>
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<td><strong>If yes, what type?</strong></td>
<td>Full ☐ Provisional ☐</td>
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<td><strong>If yes, do you have any current endorsements?</strong></td>
<td>Yes ☐ No ☐</td>
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<td><strong>If yes, please give details of any current endorsements.</strong></td>
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<td><strong>Qualifications relevant to this application (including technical and/or professional).</strong></td>
<td>Please provide details (note that these may be verified on appointment)</td>
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<td><strong>Current membership of any professional or technical organisations.</strong></td>
<td>Please provide details (note that these may be verified on appointment)</td>
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Employment history
Please give details of all jobs held, including part-time and unpaid work, **starting with your current or most recent employer**. Continue on a separate sheet if necessary.

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<tr>
<th>Employer's full name &amp; address</th>
<th>Job title/Key achievements &amp; areas of responsibility</th>
<th>Length of time in job/Reasons for leaving/Final salary in role</th>
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**Relevant skills/knowledge/experience**
You should outline below how your skills/knowledge/experience meet the requirements of the role profile. You may draw on past employment and/or out of work activities. Please include details of any scientific papers you have had published. Continue on a separate sheet if necessary.
Why are you interested in applying for this post?
Continue on a separate sheet if necessary.

Length of notice

Declaration

The information on this form will be used for recruitment and selection purposes only and if your application is successful it will form part of your employment record. All unsuccessful applications will be destroyed twelve months after the closing date for positions advertised in Scotland, England and Wales and three years after the closing date for positions advertised in Northern Ireland.

Are you eligible to work in the UK?

Yes ☐ No ☐

For Internal applicants only: In the event of my application being successful give my permission for the HR Department to approach my line manager for an internal reference.

If it is discovered that you have given any information, which you know to be false, or withhold any relevant information your application may be rejected or any subsequent employment terminated.

I confirm that the information contained in this application form is correct.

Signature

Date