



**Herts &
Middlesex**
Wildlife Trust



Bee © Tom Marshall

Volunteering Support Officer

Recruitment Pack



Creating a **wilder** Hertfordshire and Middlesex

Recruitment Pack Contents

- 1 Message from the Chief Executive
- 2 About the role
- 3 Recruitment and selection process
- 4 About Herts & Middlesex Wildlife Trust



1 Message from the Chief Executive

Wildlife is in trouble. We need to reverse the trends in species and habitat decline and this is a crucial time to address the ecological and climate crisis. Are you the person we are looking for to play a key role in nature's recovery in Hertfordshire and Middlesex?

Our strategy for a wilder Hertfordshire and Middlesex is ambitious. We have set a target of 30% of land to be protected and managed for wildlife by 2030 and we want to be a catalyst for a step change in the number of people taking action for wildlife.

We have been lucky enough to secure funding from the National Lottery Heritage Fund for our *Wilder Future for Herts & Middlesex Wildlife Trust* project that is undertaking a programme of digital and cultural transformation at the Trust, creating a more efficient and effective organisation.

We are recruiting for a Volunteering Support Officer to join the project team and lead the development and implementation of a new cloud-based Volunteer Management System, supporting staff and volunteer groups through the process. The role will also be engaging with colleagues and external partners to explore opportunities for new and different ways of working to support volunteering at the Trust.

You'll be part of the Trust's Development Directorate, leading the development and delivery of the Trust's volunteering transformation plans with the aim to improve collaboration and efficiency across the Trust.

We are looking for someone with experience in volunteer coordination and understanding of volunteer management systems. You must also be a compelling advocate for the work of the Trust.

If you feel you have the drive, knowledge and experience we need and want to work with people who care passionately about the future of wildlife, please do apply.



Laura Burrows
Chief Executive



2 About the role

Title	Volunteering Support Officer
Reports to	Director of Development
Work base	<p>The Trust's activities cover Hertfordshire and the London Boroughs of Barnet, Enfield, Harrow and Hillingdon.</p> <p>The Trust's offices are at Grebe House, St Albans, AL3 4SN</p> <p>The Trust supports flexible and hybrid working. This role may involve some lone working.</p>
Hours	18.75 hours per week (0.5 FTE)
Employment Term	18-month fixed term contract with the possibility of extension
Salary	£29,179 (pro rata) plus contribution to pension auto-enrolment
Job purpose	<p>This is a new role funded by the National Lottery Heritage Fund that will enable the transformation of how the Trust supports volunteering by delivering a programme of volunteer and staff engagement and training, and leading the set up and migration to a new cloud-based volunteer management system. The role will also lead on volunteer development with external partners as part of the project.</p> <p>The postholder will require the ability to work collaboratively and to implement an agreed project plan to fixed milestones and is expected to support and embrace a positive team culture, and to uphold the Trust's values and expected behaviours at all times. They should act as a positive role model for staff, volunteers and external stakeholders through a professional, collaborative and engaging approach</p>

Main responsibilities

- Coordinate and support the Digital Transformation Volunteering Working Group – made up of Trust colleagues and volunteers.
- Liaise with Trust colleagues and the Technical Project Manager at the Royal Society of Wildlife Trusts to plan and implement the set up and migration to the new Volunteer Management System.
- Support the development of skills and engagement with the new Volunteer Management System through training and consultation with Trust staff and volunteers.
- Liaise with the Trust's Digital Transformation and IT Project Manager to support project monitoring, reporting and evaluation.
- Explore and lead discussions with local partner organisations, actively seeking out under-represented groups to better understand what barriers exist to volunteering with the Trust and identifying opportunities to improve our offer to new audiences.

- Share experience and learning with colleagues across The Wildlife Trust movement as part of the Volunteering Community of Practice, helping to shape how we support volunteering over the longer term.
- Demonstrating our Trust values every day behaving with courage, respect, and integrity whilst trusting others and taking responsibility for your actions at all times.
- Championing our commitment to being fully inclusive, accessible, and reflective of our local diverse communities, putting this into practice at every opportunity to maximise the success of our volunteering programme.
- To carry out any other duties as may be reasonably required, from time to time, determined by the Director of Development.

The Trust retains the right to amend the job description in consultation with the post holder to reflect changes in or to the job.

A Wilder Future for Herts & Middlesex Wildlife Trust

Project summary

Herts and Middlesex Wildlife Trust has secured a grant from the National Lottery Heritage Fund to deliver a programme of digital and cultural transformation.

The overall aim of the project is to create a more efficient and effective organisation, with skilled staff and volunteers feeling more empowered to carry out their work to restore natural heritage and connect our communities with wildlife.

One of the project's delivery themes is to bring this digital transformation to our volunteering programmes, while also diversifying the types of opportunities we offer and the audience that is able to access and enjoy getting involved in our work.

	ESSENTIAL	DESIRABLE
Personal qualities	<ul style="list-style-type: none"> • Clear passion and enthusiasm for supporting volunteers to make a difference for wildlife. • Positive, creative and resilient – open to new ideas/learning and flexible in approach. • Warm and approachable with the ability to establish trust and build positive relationships. • An excellent listener and effective communicator, who can adapt their communication style to their audience and speak confidently in public. • Highly organised with a keen eye for detail and accuracy. 	

	<ul style="list-style-type: none"> • Co-operative and committed to working as part of a team to proactively deliver projects. 	
Experience, Knowledge & Skills	<ul style="list-style-type: none"> • Knowledge and experience of working with cloud-based Volunteer Management Systems. • Knowledge and experience of working with digital applications including Customer Relationship Management and event booking systems. • Experience of supporting and developing volunteers. • Ability to confidently structure and deliver training for staff and volunteers. • Excellent communication skills with practical working knowledge utilising a variety of digital platforms including Sharepoint, Teams and social media. • Ability to programme and deliver work within a project time limit, and to report and communicate against project outcomes and outputs. • Working knowledge of safeguarding and data protection issues relating to work with volunteers. • An excellent team builder/player, but also able to work on own initiative and with a high degree of autonomy. 	<ul style="list-style-type: none"> • An ability to work with colleagues and volunteers with different levels of understanding and skills in digital systems in order to provide the appropriate level of support.

Conditions

- A commitment to equal opportunities and to the Trust's values.
- The role is based at our offices in Grebe House, St Albans with occasional travel to other locations across the area may be necessary for the role.
- Attendance at the Trust's office and at face-to-face meetings will be required by the role.
- The role will involve occasional weekend or evening work, as identified in the project work plan, for example to deliver volunteer training sessions.
- Where the post-holder uses their car and drives on Trust business, they will be required to hold a full current valid driving licence and be insured for business. Travel expenses are paid as outlined in the Employee Handbook.
- The Trust operates a 37.5 hour week. Overtime is not available, but flexible working is encouraged and when applicable, time off in lieu may be taken for authorised additional time.
- A probationary period of 6 months applies.

How do we support you?

The Trust strives to be a positive employer supporting our staff through flexible and hybrid working, and training and development. We recognise the importance of our staff team and looking after their health and wellbeing. Our values and expected behaviours reflect the culture which the Trust seeks to maintain to ensure productive, efficient, effective and pleasant workplaces and roles.

In support of this, we offer an excellent benefits package, ranging from office perks, generous leave entitlements and financial benefits. You can find out more here -

<https://www.hertswildlifetrust.org.uk/jobs/benefits>

3 Recruitment and selection process

How to apply

First, read through the job description and requirements of the role.

If you have any specific questions relating to the role, or if you are excited by this opportunity but you don't meet every single requirement, then please do get in touch. You might be the person who could have the biggest impact and we are committed to supporting professional development.

Should you need any adjustments to the recruitment process, either at application or interview, please contact us by emailing recruitment@hmwt.org.

If you would like an informal discussion about this opportunity or have any specific questions, you can arrange a call with Emma Norrington, Director of Development by emailing emma.norrington@hmwt.org.

When you are ready, please send us a copy of your up-to-date CV and a supporting statement (max 2 sides of A4), outlining your interest in the role and how you meet the role's criteria to recruitment@hmwt.org.

The application deadline is **9am, Tuesday 6th May 2025**. Early application is encouraged as we will be reviewing applications as they are received and may contact you to discuss your application further before the interview stage.

All applicants will be sent a request to complete a voluntary, anonymous equal opportunities form online.

Selection Process

We will be contacting shortlisted candidates before close of play on **Friday 9th May**.

Shortlisted candidates will be invited to a full interview in person on **Wednesday 14th May** at our offices in St Albans. Previous applicants who have been interviewed recently for a similar role may be invited to shorter interview via Teams or by telephone.

We try to get back to everyone, but this isn't always possible, so if you have not heard from us within a week after the application deadline, unfortunately it will mean that your application was unsuccessful on this occasion. Keep checking back on our jobs page though as we often have new opportunities.

An offer of employment made by Herts and Middlesex Wildlife Trust is subject to:

- Satisfactory written references
- A pre-employment medical assessment to ensure we make any necessary adjustments for you and to confirm suitability for the role
- Confirmation of the right to work in the UK
- A satisfactory Disclosure Barring Check

Information from your application will be processed in accordance with the General Data Protection Regulations. Individuals have, on written request, the right of access to personal data held about them. Please see our Applicant Privacy Notice on our website - hertswildlifetrust.org.uk/policies.

4 About Herts and Middlesex Wildlife Trust

Formed in 1964, Herts and Middlesex Wildlife Trust is a local nature conservation charity which strives to stand up for wildlife and play a leading role in nature's recovery. We are part of the national federation of Wildlife Trusts which cover the whole of the UK and we work closely with our Wildlife Trust colleagues to raise awareness of and deliver landscape-scale conservation.

Our office is based in the beautiful Verulamium Park on the edge of St Albans city.

We have around 50 members of staff, made up of full time and part time roles; all enthusiastic, friendly and committed to making a difference. Some roles including the Finance Team and Business Support Team are primarily desk-based. Our Nature Recovery Team and Development Team colleagues spend more time away from the office, managing our nature reserves, advising on land management and delivering community engagement.

We encourage all the members of the team to get involved in Trust-wide activities, such as our public events and the AGM, and visiting nature reserves. We regularly get together as the full staff team to hear about new projects, recent wildlife discoveries and community groups we are working with.

There is great contrast within Hertfordshire and the four Middlesex boroughs we cover, from urban areas to quiet agricultural landscapes. We have a wide variety of habitats from flower-rich grasslands and ancient woodlands, to our internationally important chalk streams. In our nature reserves and the wider countryside, we have nationally rare species such as water voles and black necked-grebe. Protecting existing places which are important for wildlife and seeking to connect these sites is vital. Our area faces the combined challenges of climate change and biodiversity loss, as well as high levels of new housing and transport infrastructure.

The Trust's Strategy 2030 sets out our vision and goals. We want to see more space for nature and more people standing up for wildlife and taking action. It is also important that nature is recognised as playing a central role in helping to address issues such as climate change and health and wellbeing. An objective shared by all the Wildlife Trusts is to achieve 30% of land managed and protected for wildlife by 2030.

Working at the heart of communities across our area, we have 23,000 members who support us financially, and over 1000 volunteers. Our board of 12 Trustees are drawn from a variety of backgrounds, from business to local government and the charitable sector.

We run a variety of partnership projects which aim to inspire the local community and be the catalyst for action. Inspiring people to take action for wildlife through events, communications, project work and advocacy work is core to the Trust and aims to help us to achieve the step change needed to give wildlife and wild spaces a more positive future.

We manage over 40 nature reserves which cover habitats including ancient woodland, lowland meadows, heathland, wetlands and lakes. They are managed to maximise their value for wildlife and to be welcoming places for visitors. We also provide advice to landowners such as schools, golf courses, local authorities and farmers on action they can take for wildlife.

The Trust hosts the Herts Environmental Records Centre and in 2020 we published the Hertfordshire State of Nature report. This analysed changes to species and habitats over the last 50 years and identified priorities for conservation action in our area. This research underpins the work of the Trust and we use it to inform the work of others, such as the upcoming Local Nature Recovery Strategy.

Our planning advisors alongside the Records Centre play a vital role in informing the planning agenda, commenting on planning applications, local plans and major infrastructure to ensure that the ecological implications of new housing and infrastructure proposals are fully considered. We are playing a leading role in advising local authorities to understand and implement biodiversity net gain.

Our strategy

We believe that wildlife should be able to thrive alongside our everyday lives and that everyone benefits from having access to nature. If we work together as a community, nature will recover and we will create a greener, sustainable and wilder future.

This is a pivotal time and we must all take action for wildlife before it is too late. Based on the findings of the Trust's seminal report *Hertfordshire State of Nature*, published in 2020, we have created a strategy for nature's recovery across Hertfordshire and Middlesex, underpinned by three goals:

- More land in Hertfordshire and Middlesex is managed and protected for nature
- More people are standing up for wildlife and taking action for nature's recovery
- Nature plays a central and valued role in helping to address climate issues and people's health and wellbeing

Our values

We are passionate about standing up for wildlife and offer leadership in wildlife conservation in Herts & Middlesex. We do this by being:

- Driven to inspire and support others to take action for wildlife
- Forward looking with ambition and innovation
- Collaborative and partnership minded
- Delivery and solution focused
- Lead by science

Our culture

We are a welcoming organisation which encourages professionalism and consideration of others. We expect all our team members to strive to be:

- A positive member of the team
- Open to new ideas and ways of working
- Aware of self and others
- A great representative of the Trust

- Demonstrate good organisation and planning
- Strive to communicate well
- Demonstrate trust and integrity

To find out more about our work, please visit our website hertswildlifetrust.org.uk.

To view the Wildlife Trusts national website visit wildlifetrusts.org.



**Herts &
Middlesex**
Wildlife Trust



“We have the choice of a better – and wilder – future. A future where wildlife thrives alongside people. A future where nature helps us in the fight against climate change.”

The time is now to create a wilder future.”

Sir David Attenborough
President Emeritus, The Wildlife
Trusts

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