

**Job Profile**

**Job Title:** **Community Engagement Officer**

**Reports to:** Community Engagement Manager

**People Engagement Principles**

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| **Experience & Understand** | Through engagement with SWT, enable people to have a positive **experience** of wildlife and to **understand** their relationships and dependency on the natural world. |
| **Value & Action** | Help people to recognise the **value** of wildlife and the contribution it makes to theirs and others quality of life. Increase the number of people who take **action** for wildlife at home and in their local communities |
| **Influence** | Mobilise people to help the Trust and to **influence** decision makers to support wildlife through policy and funding. |

*For nature to have a future, people need to be at the heart of our mission. By reaching and inspiring more people about the wonder of nature, we will have more people who act for wildlife.*

**Overall Purpose of the job**

* To contribute to the overall mission of the Trust so that we can restore Surrey’s Nature as outlined in our Strategic Plan.
* To encourage a wider audience to become involved in the Trust to provide a strong, informed and reliable group of volunteers to champion wildlife and the Trusts work; to significantly extend our reach to educate and influence individuals across Surrey to encourage them to realise the value of nature.
* To build our training provision for volunteers, trainees and young people and develop career opportunities.

**Key tasks**

Working with the Community Engagement Manager, ensure that the Trust’s engagement objectives are implemented through the management of volunteers and associated policies.

Working with the Director of HR, manage the internal training provision for Employees, including induction and linking it to the provision for Trainees and Volunteers, for a coordinated approach.

The following duties will be the core responsibilities of this position:

* Act as a central point of contact for volunteers, the coordination of initial enquiries and ongoing management:-
	+ Recruit new volunteers, ensuring they are appropriately matched and trained for a particular role, along with assessing the requirements of each volunteer.
	+ Provide pastoral care to volunteers where needed and ensure that volunteers are supported as an integral part of the organisation.
	+ Assist the Events Manager, ensuring effective recruitment and coordination of volunteers to help at a variety of Trust events.
	+ In conjunction with the Community Engagement Manager, develop and maintain ways of recognising and celebrating volunteers, including organising Trust social events.
	+ Maintain the database for effective volunteering data management.
	+ Ensure all volunteering systems and procedures are followed, ensuring consistency, best practice and adherence to legislation in volunteering management.
* Assist with the support of Voluntary Wardens i.e. providing regular communication, booking training, organising annual meetings, and occasionally attending practical conservation days.
* Actively develop new opportunities for community engagement across different departments within the Trust; externally promote community engagement activities and opportunities through high quality communications and utilising a variety of media.
* Develop and co-ordinate our work experience programme, including liaising with local education providers and in our role as a Cornerstone Employer, promoting opportunities for young people and careers in our sector; work with the Community Engagement Manager to build our Trainee programme and induction for Apprentices, Kickstart or other young people focused initiatives.
* Working with the Director of HR, manage and maintain centralized training records for all Employees, including details of budget spend so that the central training budget can be managed; when required, research training options for a particular requirement and then book as approved.
* Co-operate and work with other Trust staff and outside bodies and groups to achieve the overall aims and enhance the reputation of the Trust.
* To carry out all other such duties as may from time to time be determined by the line manager and/ or Director of People Engagement.

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**Person Specification**:

A highly organised individual with excellent interpersonal skills, who can deliver the Trust’s People & Engagement objectives via working with volunteers from a wide variety of backgrounds, educational needs, ages and abilities, employing a passion to educate, enthuse and motivate others.

* Previous experience of successfully working with volunteers and the ability to reach and inspire others in nature conservation
* Proven ability to handle challenging volunteer delivery and drive plans forward by empowering others and work co-operatively as part of a team; prioritising effectively, responding to swiftly changing demands and dealing with complex issues
* High level of commitment, highly motivated, with a self-disciplined approach to work
* Innovative, imaginative, resourceful and focused on the wonder of nature

## Experience & Knowledge

* Experience of organising and leading volunteers plus other community engagement activities to promote interest and participation
* Professional with a high level of commitment and enthusiasm with good attention to detail and a methodical approach
* An out-going, personable and friendly personality with the ability to work with a wide range of people is essential
* Empathy with volunteers and an understanding of their needs, along with excellent listening skills and the ability to handle conflict and confrontational situations
* Excellent communication skills, verbal and written, to varied audiences via different media platforms
* Ability to lead, influence, motivate and inspire others
* Excellent understanding of the processes and principles of volunteer engagement
* Awareness of statutory requirements relating to volunteer management
* Good project management skills, planning work programmes and budget controls
* Highly IT literate (MS Word, Excel, email, internet, social media and database systems); specific social media use and knowledge would be advantageous
* Confident team player who is also able to work on own initiative
* Solid understanding of maintaining confidential data
* Resourceful, reliable, flexible and adaptable
* Willingness to help at largescale Trust events
* Good general level of health. The job will involve being outdoors for days of the year
* Driving licence essential as our locations cannot easily be accessed by public transport