

Role: Regional Volunteer Coordinator	Region / Department: Highlands & Islands
Reports to: Business Manager	Pay Band: Grade 3 Upper, £28,530 - £31,519 pro-rata, per annum & EBCU £3,800 per annum
Location: Balnain House	Type of Contract: Permanent, Full Time
COST CENTRE (e.g.: 3CUZ): 2416	ACTIVITY CODE (e.g.: VSZ): DMZ

JOB PURPOSE

The Highlands & Islands region is a large and diverse region with 26 properties, 6 National Nature Reserves, 16 Islands and the UK's only dual UNESCO world heritage site. As such the range of volunteering opportunities is large and complex. This job exists to ensure that the volunteering needs across the region are managed and supported; implementing innovative and effective volunteering initiatives which complement our national approach to volunteer management and development, are in line with volunteering good practice and are of the highest standards. Taking direct management of the regional conservation volunteer group whilst also supporting the individual properties in volunteer recruitment and retention.

KEY RESPONSIBILITIES AND ACCOUNTABILITIES

- *Proactively guide and advise regional/property staff at all levels on the operational aspects of volunteer involvement, enabling them to recruit, support, develop and motivate volunteers effectively, in accordance with all national volunteering guidance and systems.*
- *Work closely with other managers across the Region and in collaboration with the central lead for volunteering to design and deliver a programme of Volunteering, which helps to deliver the operational needs of each property.*
- *Directly manage the Highland & Island Conservation Volunteer group, group volunteering work programme and associated budgets.*
- *Support and grow the number of volunteer work parties at properties across the region.*
- *Instil a Health & Safety culture across the volunteering programme, ensuring all risk assessments, training and H&S paperwork is up to date and provided to volunteer work parties and that the volunteers work within this to reduce risk of incidents and accidents to volunteers, employees, and visitors.*
- *Develop external partnerships with a range of local, regional, and national organisations to aid in the recruitment and retention of volunteers,*
- *Ensure all volunteering hours are recorded and reported annually as part of funding and internal requirements.*

REQUIRED QUALIFICATIONS, SKILLS, EXPERIENCE & KNOWLEDGE

Qualifications & Experience

Essential

- Qualification in volunteer management or relevant experience
- Comprehensive understanding and knowledge of volunteering innovation, best practice, and sector standards.
- Demonstrable track record of having successfully and effectively developed a range of volunteering roles and schemes across a department or organisation.
- Demonstrable use of Project Management Frameworks.
- Excellent communication and interpersonal skills, successfully influencing, persuading, guiding, listening to, and negotiating with others, constructively challenging thinking where appropriate.
- Ability to build and manage effective and productive stakeholder and partnership relationships.
- Strong skills in identifying and analysing problems, issues, and areas of improvement, working collaboratively to develop creative strategies and solutions.
- Excellent planning and organisational skills; ability to manage and deliver a diverse portfolio of work and to balance the priorities and needs of multiple stakeholders.
- Ability to be proactive, use initiative and work independently.
- Ability to balance a strong focus on achieving successful outcomes with the need to empower, enable, motivate, inspire and develop others.
- Working with volunteers in a management capacity.
- Experience of working in the charitable sector or in a volunteer-involving organisation.

Desirable

- Good training, facilitation, and coaching skills; ability to enthuse and inspire and increase others' confidence.
- Experience of working in a customer-focused environment.

DIMENSIONS AND SCOPE OF JOB

Scale

This role is working across the entire Highlands & Islands region. As such, this requires frequent travel throughout the mainland properties and also to the 16 islands (Canna, Fair Isle, St Kilda, Mull, Iona, Unst). Highlands & Islands consist of 26 properties in total, 6 National Nature Reserves, the UK's only Dual UNESCO World Heritage site, 33,500 hectares of land and over 170 cultural heritage designations. Across the region there are in the region of 200 active volunteers with numbers having substantially fallen post covid. This role is responsible for increasing the numbers of volunteers within the region to pre pandemic levels and beyond.

People Management

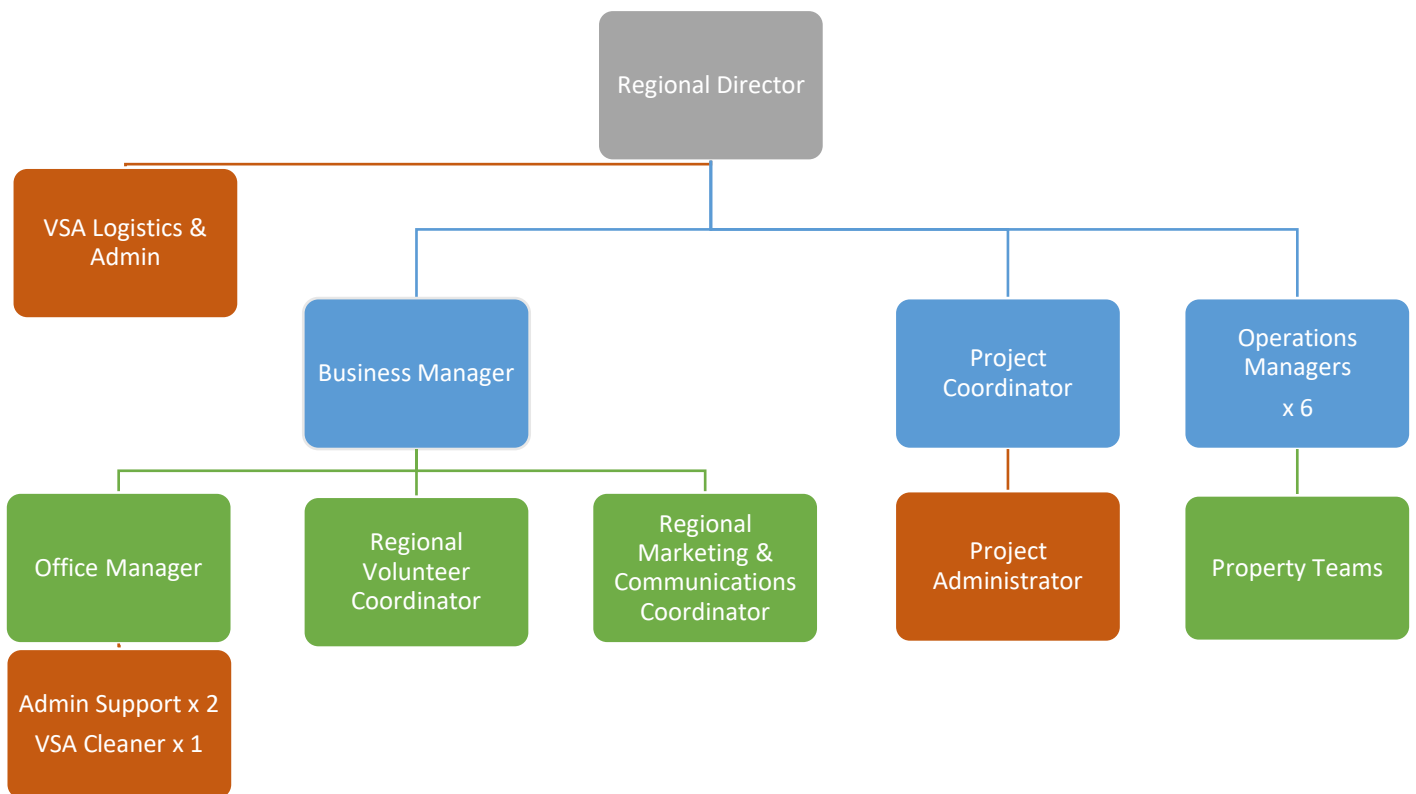
Although the role has no direct employee reports, it is directly responsible for the Highland & Island Conservation Volunteer group and management of it. Total current volunteers in the region are approx 200. The role will work closely with the National Volunteering Consultant within the People Department.

Finance Management

- ♦ *Management of the regional volunteer budget along with project budget where designated.*

Tools / equipment / systems

- ♦ Describe any specialist tools / equipment / systems that this role is required to use.
- ♦ *Uses CRM and CoreHR for volunteer management.*
- ♦ *User of finance system to process purchase orders and invoices.*
- ♦ *Must be able to drive and be happy to travel by car, ferry, bus, and aeroplane with frequent overnight stays.*



The Purpose, Context, Key Responsibilities, and Person Specification reflect the requirements of the job at the time of issue. The Trust reserves the right to amend these with appropriate consultation and/or request the post-holder to undertake any activities that it believes to be reasonable within the broad scope of the job or his/her general abilities.

Applications

Interested applicants should forward their Curriculum Vitae (CV) or an Application Form to the People Services Department (Applications) by email via workforus@nts.org.uk, by Sunday 22nd September 2024

Please ensure your CV includes your full name and contact details, the CV file sent to us should be titled your first initial and surname. When submitting your CV please state the position and job location of the vacancy you are applying for in the subject title or body of your email: For example "Gardener - Culzean"