



# Role profile for a Volunteering & Community Involvement Officer

## Grade 8

Operations



You promote and plan for great volunteering and community involvement and support the creation of new offers and approaches. You will support other members of the property team to ensure they are confident and capable of working with volunteers and the local community. You will continually develop and review volunteer and community involvement, seeking to involve volunteers in all we do and grow support for our work with people who live near to our places.

### What you will deliver

**It's about great volunteer involvement:**

You support and create initiatives and plans with others to improve the volunteer experience at your place. You will work with others in the delivery of the property business plan and volunteering projects. You promote volunteer involvement in all our work and support teams to find new ways of involving volunteers in their work. You lead the way in creating a great place for staff and volunteers to work together, promoting a sense of teamwork and a 'one team' approach. You manage the property communications with volunteers across the property. You share good practice and learn from others.

**It's about supporting managers:** You support managers across your place by sharing your knowledge and experience of volunteering to enable them to be enthusiastic and able to effectively manage their volunteers. You work with property staff to improve and develop volunteer opportunities.

**It's about community involvement:** You will review and map connections with the local community and then plan and develop for opportunities for local people and groups to get involved in our work achieving mutually beneficial partnerships and understanding.

**It's about managing risk:** You are aware of specific risks associated with volunteering. You ensure processes are followed to uphold the distinctive nature of volunteering and ensure it is appropriate and safe in line with internal instructions and guidance.

**It's about systems and processes:** Utilising Trust systems, you will develop local complementary processes for volunteer coordination at the property and be responsible for the compliance and efficient keeping of volunteer records and databases. You will ensure good volunteer recognition, communication, recruitment and induction is delivered at your place.

**It's about insight and evaluation:** You understand trends and research on volunteering and use internal insight and research to inform and shape volunteering at your place. You champion the annual volunteer survey and analyse and review the results to shape future plans. You establish processes and feedback loops to evaluate and improve volunteering.

**It's about using resources efficiently:** You will monitor, and control volunteering budgets delegated to you, comply with the Trust's financial procedures and improve cost efficiency wherever possible. You will account for the delivery of projects, for which you are responsible.

### Our values and behaviours

**Think Long Term**

We look after special places for people for ever. We're dynamic, far-sighted and ready to lead for the long term. We behave in a sustainable way, reducing our impact on the environment and spending wisely to make sure we have the financial security to look after special places for ever. We keep things simple and are imaginative about finding better ways to do things.

**Love Places**

We love special places. We all value special places and the role they have in people's lives. We understand and keep their spirit alive, conserving our natural and cultural heritage for generations to enjoy. We celebrate the distinctiveness of our places, keeping them honest and authentic, not uniform, fake or unloved. We are all ambassadors for the Trust, promoting the importance of special places and the experiences they offer.

**Inspire People**

We inspire people to love special places. We're warm, welcoming and actively part of the communities around us. We encourage and listen to other people's views, needs and suggestions and we exceed people's expectations with our positive 'can-do' attitude. We thrive by involving people in what we do, inspiring them to share our passion for special places.

**Share our Common Purpose**

We work together to look after special places for ever, for everyone. We trust and empower each other to make the right decisions, working collaboratively and at pace. We build effective relationships, learning from each other and promoting simplicity, fairness, innovation and learning. As we work towards achieving our common purpose we're clear on what we're accountable for, making decisions within agreed frameworks.



## Scale & scope of the role

**Reports to:** General Manager or other relevant property lead.

**Operating budget:** Responsible for departmental volunteer expenses budget and may have delegated responsibilities for other departments budgets (agreed locally).

**Line management:** Overview of all volunteering at a property/portfolio and manages a team of volunteers.

**Area of Impact:** Responsible for supporting and championing great volunteer leadership, management and administration. Good working relationship with General Manager and senior team. Will have delegated responsibility for leading strategic developments in volunteering in a department or across the property. Supports all departments on volunteering and community involvement. Will represent the property at local groups and champion the property/National Trust/volunteering to the local community.

**Nature of Impact:** Works to strategic direction set by General Manager or Head of Department for volunteering across teams and sites. Able to innovate and pilot new ideas and support and coach other team members.

**Internal Contacts:** Will seek technical direction from Volunteering and Community Involvement consultants. Will link/network with other volunteering staff within the Region/Country.

**External Contacts:** Could represent the General Manager on volunteering matters and local community partnerships. Will develop and build productive partnerships, working with a wide range of external voluntary sector partners and stakeholders.

## Knowledge, skills & experience needed

Demonstrates sound understanding of volunteering trends and previous ability in developing volunteering offers and programmes. Experience of working with community groups / community engagement initiatives and developing community involvement to grow support.

Passionate and enthusiastic about the benefits of great volunteer and community involvement. Able to demonstrate understanding of how National Trust benefits the local community and the role we can play in people's lives.

Knowledge and understanding of the core purpose and work of the National Trust.

Flexible approach and positive attitude to change.

A sound working knowledge of volunteering and community involvement principles, trends and practice.

Experience of working with volunteers and knowledge of the framework which the Trust uses to support the volunteer journey. Evidence of understanding the differences between staff and volunteers, particularly the legal framework, the approach to reward and recognition and different motivations.

Willingness to undertake continuing professional development. Evidence of personal skills development through the Trust skills framework and/or other training frameworks.

People management skills, including coaching, motivation and communication. Sensitivity, empathy and tenacity. Able to work with other people's agendas and adapt approach and style.

Excellent people skills enabling strong relationships to be built and maintained, externally and internally.

Knowledge and experience of managing budgets and finance.

Good written and verbal communication skills including public presentation and influencing.

Track record of inspiring others with your passion for excellent service delivery and the importance of involving our supporters in our cause.

Good IT skills (Microsoft Office).