

**Role Description – Volunteer Support Team**

**About the Lancashire Wildlife Trust**

## **We are part of the Wildlife Trusts movement, the UK's leading conservation charity dedicated to all wildlife. We are your local charity, working hard to improve your local area for wildlife and for you.**

## The Trust manages over 2,000 acres of some of the region's most precious wild places in the form of 37 nature reserves and 20 Local Nature Reserves. These provide places where wildlife can thrive and people can relax and enjoy the wealth of our natural heritage.

## Brockholes is LWT’s flagship nature reserve and has a key role to play in connecting people to wildlife.

**About the Role**

Brockholes Nature Reserve has a really exciting opportunity for a volunteers to join our busy Volunteer Support Team.

Brockholes has around 160 volunteers who carry out a wide range of roles at Brockholes from practical conservation to helping with events and activities and leading guided walks.

The Volunteer Support Team are on hand to help us to support our volunteers and ensure all aspects of our volunteering operation run smoothly. You will be involved with updating volunteer rotas, booking volunteers in for volunteering sessions, keeping all our records up to date as well as supporting new volunteers as they start with us and help them settle in to their roles.

**What is a Volunteer Support Team Volunteer?**

Our Volunteer Support Team is office based and therefore requires previous experience of working in a busy office environment and the use of Microsoft Office software packages.

With around 160 volunteers, this role helps us to support all our volunteers and to assist with the smooth running of the volunteering operation ensuring that all our volunteers are booked in to attend their volunteering sessions and that accurate, up to date records are kept.

The role will involve liaising directly with our volunteers to make arrangements with them, so you will need excellent communication and people skills.

**What’s in it for you?**

This role will provide you with:

* An opportunity to gain valuable experience at a high profile nature reserve and visitor attraction.
* An opportunity to gain new skills or put your existing skills to use.
* Experience of working as part of a dedicated team with staff and other volunteers and support the work of Lancashire’s leading conservation charity.
* An opportunity to meet new people
* Free car parking at Brockholes

On completion of your induction you'll also get:

* Access to our LWT Internal job vacancies
* Access to LWT training courses which generally cover a wide range of natural history and habitat management topics, along with more role specific training as opportunities arise and Volunteer Conferences and meetings.
* 10% discount in The Nest Gift Shop at Brockholes on the day that you are volunteering
* 10% discount in The Restaurant at Brockholes on the day that you are volunteering
* Invitations to social events for Brockholes volunteers or as part of the wider trust
* 20% discount at Cotswold Outdoors

**What’s Involved?**

* Being on hand to help to support all our volunteers to carry out their roles providing advice and assistance whenever you can e.g. helping them to update personal details, change car registration numbers, book on training sessions and explaining procedures at Brockholes. This can be in person, over the telephone or by email.
* Assisting new volunteers to settle into their role at Brockholes by meeting and greeting volunteers, introducing them to other volunteers, explaining procedures, systems and use of volunteering facilities, providing information and advice and answering any questions.
* Updating volunteering rotas for all volunteer teams at Brockholes. This includes liaising with individual volunteers to arrange suitable volunteer sessions with them and booking in new volunteers for taster/induction sessions.
* Ensuring that all required volunteering forms and check lists are kept topped up and always available for volunteers.
* Keeping all volunteer records up to date, including details of attendance and training.
* Requesting references for potential new volunteers.
* Checking volunteer signing in sheets to ensure that all volunteers are signing in and out as required, spotting any issues and ensuring that volunteers know how to use our rotas.
* Record volunteer attendance during their induction.
* Collecting data and compiling volunteering related statistics as required.
* Updating the Volunteer Room notice board with notices of interest to volunteers and removing any out of date information.
* Making up volunteer name badges and assisting with branded clothing orders.
* Help to arrange training sessions and also social events and liaise with volunteers regarding arrangements and booking places.
* Following our office processes and procedures.
* You will have access to volunteer data and business sensitive information. This must be kept strictly confidential at all times and not shared with any other volunteers, members of the public or unauthorised staff and you will be required to comply with the requirements of the General Data Protection Regulations (GDPR).

And also…..

* Actively engaging with all visitors to Brockholes, sharing your enthusiasm for the reserve and our wildlife. Promote the work of Lancashire Wildlife Trust, support our membership team and raise awareness of LWT Membership.
* Handle visitor management issues in a polite, sensitive and confident manner e.g. explaining our no dogs policy, challenging smoking in none smoking areas and assisting visitors with car parking enquiries.
* Given the nature of our operation at Brockholes, we may, from time to time, ask you to assist us with tasks other than those listed above. This may include helping out in an emergency or “out of the ordinary” situations or during very busy periods or when we have a shortage of volunteers in a particular area.
* Keeping up to date with information about Brockholes and our operation by reading weekly team brief minutes, email communications, volunteer notice boards and by attending volunteer meetings.
* Say hello and provide our visitors with information and assistance whenever you can!

**This role will suit people who**

* Have experience of working with volunteers, either as a volunteer themselves or through experience gained in employment.
* Have experience of working in a busy office environment.
* Are able to use Microsoft Office packages including Outlook, Word, and Excel.
* Have a keen eye for detail and can keep accurate records.
* Can follow volunteering policies and procedures and those in place for our office, including General Data Protection Regulations (GDPR).
* Have excellent communications skills, both face to face, in writing and over the telephone.
* Are people people and happy to chat with our team of volunteers.
* Have a flexible approach to their role with a can do attitude.
* Following a period of induction and training are able to carry out their role with minimal supervision.
* Are reliable and punctual.

**Extra information**

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| **Your place** | Brockholes Nature Reserve, Preston New Road, Preston, Lancashire  PR5 0AG  This is an office based role. |
| **Time commitment** | A morning or afternoon session on either a Monday, Wednesday, Thursday, Saturday or Sunday.  We are looking for a Volunteer Support Team Volunteer who is able to commit to a regular weekly session and can continue with their volunteering during the school holiday periods. |
| **Brockholes**  **Volunteer Manager** | Sarah Leach (Events & Communications Manager)  01772 872003  Sarah.leach@brockholes.org |
| **Brockholes**  **Staff Contact**  (if different) | Your supervisor will be  Sarah Leach (Events & Communications Manager)  01772 872003  Sarah.leach@brockholes.org |
| **Training/Resources** | Brockholes Volunteer Induction  LWT Volunteer Programme |
| **Communication** | Our preferred method of communication is by email.  You will need to have access to email and be able to send, receive and read emails in connection with your volunteering at Brockholes. |
| **Expenses** | Out-of-pocket travel costs between home and volunteering place will be paid up to a maximum of £5 per day, and other reasonable expenses agreed in advance.  Expenses claim forms must be completed on a monthly basis and submitted by 10th of the follow month for payment by bank transfer. |
| **How to apply for this role** | Register your interest at [www.lancswt.org.uk/volunteer](http://www.lancswt.org.uk/volunteer)  We will then be in contact to arrange a time for you to come and meet us at Brockholes and learn more about the role. We will ask you to bring along details of two referees. |
| **Additional Requirements** | Office based role. |

**This role is purely voluntary and this arrangement is not meant to be a legally binding one or an employment contract**