

Volunteer Co-Ordinator

Job description



Accountable to: Community Empowerment Manager

Responsible for: All volunteers

Works with: Volunteer role managers across all departments, volunteers, local branches & affiliated groups

Overview

It's no secret that we are facing interlinked nature, climate and health emergencies and we have never needed a healthy natural world more - and it, in return, has never needed us more.

At Shropshire Wildlife Trust, our team of 300+ vibrant, passionate volunteers play a vital role in our mission to save wild places, protect wildlife, campaign for nature's recovery, and connect people with nature. They take on everything from running our local branches, to helping manage our nature reserves, to looking after our visitor centre and wildlife garden.

We're looking for a motivated and enthusiastic **Volunteer Co-Ordinator** to support, inspire and empower our volunteers, branches, and affiliated groups to take action for nature. This role requires someone who is a people-person, great at building relationships, an excellent administrator, and confident with IT.

This is a flexible, hybrid role with at least one day in the office in Shrewsbury each week and travel within Shropshire.

About Shropshire Wildlife Trust

Shropshire Wildlife Trust (SWT) has a vision of a thriving natural world, where Shropshire's wildlife and natural habitats play a valued role in addressing the climate and ecological emergencies, and people are inspired and empowered to take action for nature.

We combine projects across Shropshire (including Telford & Wrekin) with advocacy and campaigning to restore nature and to engage people. We manage over 40 nature reserves and have more than 50 staff, 300 volunteers, and over 9,000 members.

SWT is an autonomous charity, but we are increasingly working collectively, as part of The Wildlife Trusts (TWT), to ensure that our local actions have a national impact and help to address global issues.

Objective of the job

The **Volunteer Co-Ordinator** is responsible for ensuring that volunteers have a fulfilling and rewarding experience during their time with SWT. They will look after the whole volunteer journey; helping volunteers find the right role, building their skills and knowledge, celebrating their achievements, and ensuring they feel like a valued part of the team.

Key results expected

- A diverse team of committed and passionate volunteers supporting the work of the Trust in all areas
- A thriving network of branches and affiliated groups supporting our vision in their local areas
- A strong culture of volunteering, where volunteers are recognised and valued for their contributions
- A clear and concise set of processes, procedures, policies and resources to onboard, manage and retain volunteers, supported by a centralised volunteer management system
- An accurate and reliable volunteer database

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Key tasks

Volunteering strategy

- Setting the organisational vision for volunteering at SWT, working closely with all departments
- Developing and implementing best practice for volunteer management
- Collating feedback from volunteers, branches and volunteer managers to inform our strategy and practices

Volunteer recruitment and onboarding

- Developing and promoting volunteering opportunities
- Managing volunteer enquiries and processing applications
- Supporting volunteer managers and branches with recruitment, onboarding, and inductions
- Working to improve the diversity of our volunteer team and reduce barriers to volunteering

Volunteer engagement & retention

- Managing volunteer training and development programme
- Managing and developing our volunteer ambassador network
- Managing a calendar of volunteer events and socials
- Co-ordinating volunteer communications, including regular email newsletters
- Celebrating and championing the role and contribution of volunteers
- Managing enquiries and requests for speakers from local groups

Volunteer management

- Managing and maintaining our volunteer database in accordance with UK GDPR and Trust policy
- Supporting the implementation and rollout of a new volunteer management system
- Supporting volunteer managers and local branches to effectively manage their volunteers
- Ensuring volunteer groups and activities operate safely, monitoring and reporting on compliance with health and safety procedures
- Reporting on volunteer contributions, activities and impact
- Managing annual budget for volunteer development

Local branches & affiliated groups

- Supporting and developing our network of branches and affiliated groups across Shropshire
- Providing guidance and training on use of Trust tools and systems, such as Microsoft Teams
- Ensuring branches & groups operate in accordance with SWT protocol and policies, including UK GDPR
- Managing a calendar of volunteer events, training and socials for branches and groups
- Acting as liaison between branches, groups and the Trust to ensure open communication and dialogue

Safeguarding

- Acting as designated safeguarding lead for adults at risk – full training will be provided

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While delivering this role, the postholder will need to work with due regard to Health and Safety, the UK General Data Protection Regulations, the Fundraising Code of Practice, Safeguarding and other policies and procedures.

All staff are expected to support and manage volunteers in the course of their duties and maintain and uphold the good reputation of the Trust.

Core skills

- You are aligned with our mission. You have a personal connection to nature and believe that connecting others to nature plays a key role in addressing the climate and ecological crises.
- You have experience managing volunteers throughout their journey, including recruitment, onboarding, and ongoing training and development, and a good understanding of health and safety requirements
- You understand what motivates people to volunteer and how to create a great volunteer experience.
- You have a proven ability to build and nurture working relationships with a wide range of people and personalities.
- You are a strong communicator, get your point across clearly, and can have difficult conversations when needed.
- You are confident with IT, especially Microsoft programmes, and comfortable picking up new systems.
- You are a top-class administrator, have worked with databases, and have great attention to detail.
- You are a pro-active problem solver, able to manage and prioritise your time to focus on what matters most.
- A full UK driving license is required for this role.

Terms of Employment

Salary	£29,443 FTE or £17,666 pro rata
Hours	21 hours a week. Evening and weekend work will be required from time to time. Paid overtime is not available, but time off in lieu of hours worked will be given.

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Pre-employment checks	This post does not require a DBS (Disclosure Barring Service) check. The successful applicant will need to provide proof of right to work in the UK, presented at interview.
Probationary period	6 months
Contract	Permanent
Holidays	A full-time member of staff has 25 working days per annum in addition to normal public holidays. An additional day is added for each year's service up to a maximum total of 30 days holiday.
Pension	After three months the employee will be eligible to join the Trust's group personal pension scheme and if they pay a minimum of 3% of salary the Trust will contribute 7% of salary to this scheme.
Notice period	During your probationary period, the period of notice for termination of your employment will be one week on either side. After successful completion of your probationary period the minimum period of notice is one month.
Place of work	The Cut, 193 Abbey Foregate, Shrewsbury
Home working	The Trust is committed to building a diverse workforce and has an agile working policy which will allow colleagues to work in a flexible manner.
Travel	Pool vehicles are not normally available. You are required to have insurance to cover business use and a mileage allowance of 45p per mile will be payable from home or office as appropriate. If you use a pedal cycle, you may claim a mileage allowance of 20p per mile.
Training	The Trust is fully committed to personal development and training. Employees have an annual appraisal and regular progress meetings.
Closing date	9am on 8 September 2025
Interview dates	16 and 18 September 2025