



**Northumberland**  
Wildlife Trust



# Volunteering Support Officer

## Information Pack

### Contact Details:

Paula Turner (HR and Payroll Officer)  
Northumberland Wildlife Trust  
St Nicholas Park, Gosforth  
Newcastle upon Tyne NE3 3XT  
0191 284 6884  
[paula.turner@northwt.org.uk](mailto:paula.turner@northwt.org.uk)



## Who we are...

Northumberland Wildlife Trust was founded in 1971 to protect wildlife and promote nature conservation within Newcastle, North Tyneside and Northumberland. Today, our voice for wildlife is stronger than ever. We are a non-government funded charity, supported by membership, donations, local businesses and charitable trust grants.

## Our vision and strategic objectives

### A Wilder Future for our area

We want: Everywhere and everything here Wilder, including people's lives and jobs, with landscapes richer in wildlife and better-connected land, wetlands and seas.

We want: To reach more people, form more partnerships and play a greater part in wilding and greening locally and contribute globally to restoring nature and tackling climate breakdown.

We will create Wilder Places, Wilder People and a Wilder Future, with more, bigger and better joined up areas for wildlife to thrive, more people taking action and connecting to nature and influencing more decisions to secure nature's recovery locally, regionally and nationally.

### We will achieve our vision by:

- Defending wildlife and wild places
- Enabling nature's recovery: protecting the best and improving the rest
- Inspiring people and communities to care and enabling them to act
- Influencing organisations to behave in nature's interest
- Growing our resources and partnerships to be more effective and agile

### We will deliver our vision through three key strategic objectives

1. Lead nature's recovery
2. Inspire people and organisations to care and mobilise them to act
3. Ensure an agile green culture and sustainable NWT



## We work as part of a national movement

There are 46 local Wildlife Trusts across the whole of the UK, the Isle of Man and Alderney, all working for an environment rich in wildlife for everyone.

With 850,000 members, we are the largest UK voluntary organisation dedicated to conserving the full range of the UK's habitats and species, whether they be in the countryside, in cities, or at sea. 135,000 of our members belong to our junior branch, Wildlife Watch.

We manage 2,300 nature reserves covering more than 80,000 hectares; we stand up for wildlife; we inspire people about the natural world and we foster sustainable living.

All 46 Wildlife Trusts are members of the Royal Society of Wildlife Trusts (RSWT) which operates a separate Grants Unit administering major funds on behalf of the Big Lottery Fund and the Landfill Communities Fund.

To find out more...

[www.nwt.org.uk](http://www.nwt.org.uk)

[www.wildlifetrusts.org](http://www.wildlifetrusts.org)

### **Equality, Diversity and Inclusion (EDI) and Safeguarding:**

Northumberland Wildlife Trust believes that everyone should have the opportunity to experience the joy of wildlife in their daily lives, that's why we're committed to putting equality, diversity and inclusion at the heart of our movement.

For more information, please see [Our commitment to Equality, Diversity & Inclusion \(EDI\) | The Wildlife Trusts](#)

For more information about our safeguarding commitment, please see [Safeguarding Commitment Statement\\_0.pdf \(wildlifetrusts.org\)](#)

### **Disability Confident Committed:**

We aim to offer an interview to disabled people who meet the minimum criteria (e.g. Essential skills). This is to encourage positive action. It is important to note that there may be occasions where it is not practicable or appropriate to interview all disabled people that meet the minimum criteria for the job. For example, if there are a high volume of applications. In these circumstances the employer could select the disabled candidates who best meet the minimum criteria for the job rather than all of those that meet the minimum criteria, as they would do for non-disabled applicants.



## Volunteering Support Officer

We are looking to appoint a very organised, flexible and motivated person to support our Volunteering Program. The Volunteering Support Officer plays a key role in supporting Northumberland Wildlife Trust's (NWT) Central Team to deliver high-quality volunteer experiences across the organisation. The post focuses on supporting volunteer-led projects, most notably the seasonal Osprey Watch and delivery of Wildlife Workdays in partnership with internal teams. With over 500 registered volunteers, the role also provides essential administrative support, ensures effective communication, and helps to maintain an excellent volunteer journey from first enquiry to ongoing engagement.

Working from the St Nicholas Park Gosforth office, with regular travel to Kielder and NWT nature reserves, the post combines office-based administration with hands-on support in the field. The role also involves liaising with partner organisations, engaging the public, organising events, and ensuring volunteers are well supported, safe, and motivated.

Key areas of responsibility include supporting Osprey Watch volunteers, developing and delivering Wildlife Workdays for corporate organisations alongside NWT operational teams and maintaining volunteer records and systems, supporting recruitment, on boarding and volunteer celebration events.

The post-holder will act as a positive ambassador for NWT, uphold organisational policies, and support the Trust's values, sustainability goals, and conservation mission.

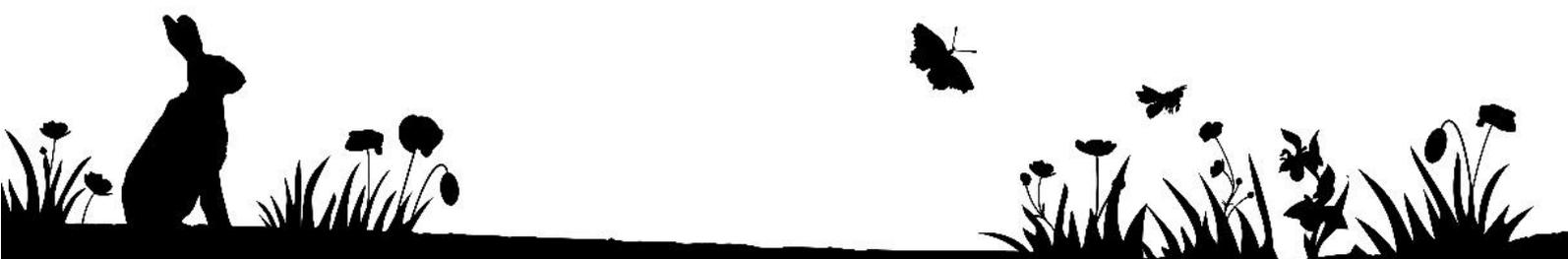
### Information for applicants

To apply for the position of Volunteering Support Officer, please complete the corresponding Application Form in full, and return it to me (contact details on the front of this pack) by the specified deadline.

**Please note, CVs and/or covering letters will not be accepted.**

If you require further information regarding any aspect of the application process, please do not hesitate to get in touch.

Thank you for your interest in Northumberland Wildlife Trust.



## Job specification

### Post title

Volunteering Support Officer

### Location

The post will be based at St Nicholas Park, Gosforth, with some home working possible. The post will involve regular attendance at Tower Knowe, Kielder and working outdoors on nature reserves across the North East. A flexible working arrangement will be agreed with the line-manager upon appointment.

### Responsible to

Volunteering and H&S Manager

### Responsible for

- NWT volunteers
- Wildlife workday participants

### Internal relationships

- NWT volunteers
- NWT staff

### External relationships

- Partner organisations e.g. Forestry England, Northumbrian Water, Kielder Water & Forest Park Development Trust and others
- Members of the public
- Other Wildlife Trusts and environmental organisations

### Job role

This role will support the Central Team by helping to deliver a range of projects including Osprey Watch and Wildlife Workdays alongside general volunteering administrative tasks for our dedicated team of 500+ registered volunteers.

### Main responsibilities

- a) Osprey Watch (seasonal runs April to August)
  - Coordinate the delivery of Osprey Watch with partner organisations
  - Coordinate volunteers, including organising a thank you event and deal with any problems encountered
  - Administer recording spreadsheets and reports
  - Attend occasional watch days and engage with visitors
  - Monitor the cashless donation system and work with the Fundraising team to develop funding options for the project



#### b) Wildlife Workdays

- Working closely with the Fundraising team to develop stronger links with corporate sponsors and to help refine the Wildlife Work Day offer
- Coordinating enquiries, matching requests to opportunities and administering booking forms
- Working with delivery teams (Estates, Nature Recovery, Druridge Bay etc.) to find suitable task options, help with the delivery of Wildlife Workdays on site, and to provide team building activities for the participants whilst ensuring their safety and welfare

#### c) Volunteering Administration

- Volunteer admin support and cover within the team
- Assisting with initial volunteer enquiries and the on-boarding process
- Assisting in maintaining the electronic volunteer system; Better Impact
- Supporting volunteering celebration events and attending volunteer fairs

#### **Other responsibilities**

- Ensure all NWT policies and procedures are followed
- Share in NWT's philosophy, participate as a full member of NWT and support initiatives across the whole organisation as appropriate
- Act as an advocate for NWT and its values
- Support financial sustainability and green action across all areas of the Trust
- Undertake other work as required by manager within the team

#### **Salary band**

Scale C per annum (pro rata) – currently beginning C1 £26,195

#### **Contribution to personal pension**

A further 5% is payable into the Trust's Stakeholder Pension scheme after three months, conditional on the employee contributing at least 5% of salary.

#### **Holidays**

22 days basic pro rata, plus the period between Christmas and New Year and all English bank holidays (pro rata, based on 35 hours/week). Where these are worked, time off in lieu is given.

#### **Hours**

21 hours per week. Weekend hours will be required on occasion to coordinate Osprey Watch, but will be decided in conjunction with the post holder and their manager. NWT operates a flexitime system.

#### **Car & travel**

A full UK driving licence and the confidence to drive fleet vehicles is essential. The post-holder will have access to NWT vehicles and will need to use them. Mileage is paid for the use of your own vehicle where necessary.



There is also good public transport within the urban area of Newcastle along with a network of cycle ways, and we encourage staff to use these where appropriate to help lower the carbon footprint of the organisation.

### **Contract, probation & notice**

This contract is offered on a fixed term basis until 1<sup>st</sup> September 2027. Continuation possible subject to funding. There is a probationary period of three months. A minimum of 4 weeks' notice is required from either party.

## **Person specification**

### **Knowledge, skills and attributes**

#### Essential

- Excellent organisational skills, with the ability to manage multiple priorities
- Excellent face-to-face and written communication skills, able to communicate effectively with a wide range of audiences from the general public to experts
- Ability to lead a group, be part of a team and work well independently
- Understanding of safeguarding, health & safety, equality, diversity and inclusion and data protection (GDPR) and how these relate to volunteers
- Confidence using IT systems including Microsoft tools
- Willingness to work weekends as required

#### Desirable

- Passion for nature conservation and the desire to enthral others
- Ability to carry out outdoor practical conservation tasks
- Knowledge of the nature conservation sector

### **Experience**

#### Essential

- Experience in working with, supervising or supporting volunteers
- Experience of communicating with a wide range of audiences
- Proven experience in administration and maintaining accurate records

#### Desirable

- Experience in practical conservation or habitat management work
- Experience delivering training, inductions, group sessions and team building
- Experience working within the charity sector
- Experience working with partner organisations



## **Qualifications**

### Essential

- Current full driving license

### Desirable

- Higher level qualification in administration or equivalent experience
- Degree level qualification
- A recognised volunteer management qualification
- Recent training in safeguarding
- Outdoor First Aid Qualification

## **Personality**

### Essential

- Positive, enthusiastic, self-motivated, approachable and well organised
- Flexible and adaptable approach to working
- Willingness to learn new skills
- Good people skills
- Ability to work independently and as part of a team
- Comfortable working outdoors in all weather
- Strong commitment to the values and aims of Northumberland Wildlife Trust

### Desirable

- Knowledge of volunteer management best practice (e.g. NCVO guidance)
- Experience using volunteer management software or CRM systems

