

# Job Description



## 1 Job details

<b>Job title:</b>	<b>Volunteer and Accessibility Coordinator</b> (Fixed-term for 2 years)
<b>Team:</b>	Access and Learning
<b>Post number:</b>	<i>TBC</i>
<b>Grade:</b>	Band 5
<b>Base:</b>	Lymington Town Hall, Lymington
<b>Reports to:</b>	Access and Volunteering Officer
<b>Responsible for:</b>	No staff
<b>Budget Responsible Officer (BRO):</b>	No
<b>Car user:</b>	Casual
<b>Politically restricted:</b>	No
<b>Does this post involve working with children and/or vulnerable people?</b>	Yes
<b>Membership of professional body required:</b>	No
<b>Key liaisons:</b>	New Forest National Park Authority (NPA) staff and members, volunteers, diverse community groups, partner organisations

## 2 Role summary

- 2.1 To co-ordinate the delivery of inclusive and accessible volunteering opportunities and support the wider access and volunteering work of the NPA.

## 3 Main duties and responsibilities

- 3.1 To support the Access and Volunteering Officer to manage the overall volunteer programme for the NPA.
- 3.2 To deal with public and stakeholder inquiries relating to volunteering.
- 3.3 Lead and co-lead a variety of regular volunteer tasks, including at times outside of the usual working week e.g. evenings or weekends.
- 3.4 To work with specific diverse and under-served groups to facilitate volunteering opportunities with the NPA and key partners, for example, youth groups, groups with additional needs and diverse groups from nearby cities such as Southampton and Bournemouth.

- 3.5 To manage the purchase, storage, and maintenance of volunteer tools.
- 3.6 To work with the NPA Communications team to identify web-based communication around volunteering and accessibility work.
- 3.7 Other administrative duties relating to volunteers, training, and mentoring as required.
- 3.8 To register volunteers and manage a database of volunteers.
- 3.9 To maintain regular contact with volunteers regarding volunteering opportunities, events, socials, and news.
- 3.10 To write risk assessments for the various volunteer tasks.
- 3.11 To be central point of contact for volunteers regarding tasks; meeting points, requirements and responding to questions.
- 3.12 To manage and administer volunteer expenses.
- 3.13 To develop and oversee volunteer recognition scheme.
- 3.14 Assist with events e.g., Volunteer Fair and Walking and Cycling Festival logistics.
- 3.15 Assist with England Coast Path logistics and field public enquiries and complaints when route is established.

#### **4 Problem-solving**

- 4.1 Work to the highest professional and customer and volunteer care standards.
- 4.2 A requirement to keep up to date with new procedures and practices within area of work.
- 4.3 Good organisational skills and prioritising of own workload.
- 4.4 Resolving problems without referral to others where possible.

#### **5 Decision-making**

- 5.1 To meet the targets and objectives set by others to meet the NPA work programme and individual project objectives.
- 5.2 The post demands a degree of judgement and initiative, working on your own in a creative and effective manner, and as part of a wider team along with a wide range of stakeholders. The nature of the work means it is often reactive and difficult decisions may need to be taken, in discussion with your line manager, about priorities.
- 5.3 The work will require awareness and, where appropriate, engagement with other work of the National Park and other partners.

#### **6 Operational responsibility**

- 6.1 Not directly responsible for the management of staff, but co-ordinates volunteers ensuring their suitability and availability as well as lead a variety of tasks in a variety of locations across the National Park. These include supervision of footpath clearance of vegetation including volunteer use of electric trimmer and brush cutter, and hand tools, habitat conservation such as woodland clearance, using hand tools, burning of brash / fires.
- 6.2 Provide effective resource management, to include financial management in relation to training course fees and volunteer expenses.

- 6.3 Health and safety – including undertaking site/activity specific risk assessments for volunteer tasks and training.

## **7 Communication**

- 7.1 Good interpersonal skills including both written and verbal skills. Communicates effectively to a wide range of audiences, to provide support to other staff and also liaise with external and Scheme partners, and volunteers.
- 7.2 Good customer care – able to listen and respond to volunteer, stakeholder and member of the public queries and concerns, both on site and in written form.
- 7.3 Contacts are 50% internal 50% external.

## **8 Working conditions**

- 8.1 50% of time is working within the office and the other 50% is working out on site surveying for or participating in practical conservation and footpath maintenance tasks. These tasks will require the regular use of hand tools, carrying and lifting objects and periods of continuous movement. Regular breaks and rests can be taken when required. Performing such tasks will be in accordance with the necessary risk assessments and health and safety guidance.
- 8.2 Regular travel will be required around the New Forest.

## **9 General**

- 9.1 The post holder must always carry out their responsibilities with due regard to NPA policy and procedures.
- 9.2 All staff have a responsibility to participate in the NPA Appraisal Scheme and to contribute to their own development, and the development of any staff they appraise or are responsible for.

## **10 Job description agreement**

- 10.1 The above Job Description is not intended to be exhaustive, the duties and responsibilities may therefore vary over time according to the changing needs of the service.

**Job holder's  
signature:** \_\_\_\_\_

**Date** \_\_\_\_\_

**Manager's  
signature:** \_\_\_\_\_

**Date** \_\_\_\_\_

## Person Specification

### Volunteer and Accessibility Coordinator

Criteria	Essential	Desirable	Assessed by
<b>Education / qualifications</b>			
Good general education to A Level (or equivalent standard) or comparable in terms of experience	Y		A
<b>Experience</b>			
Demonstrable experience in a relevant environment	Y		A / I
Experience of working with volunteers	Y		A / I
Demonstrates previous experience of working as an effective team member	Y		A / I
Experience of organising people and events		Y	A / I
Experience of health and safety issues and undertaking risk assessments	Y		A / I
<b>Knowledge</b>			
Previous local government or national park experience		Y	A
<b>Skills</b>			
Good practical countryside skills such as brushcutter and hedgetrimmer use, hand tool uses (loppers, shears, bowsaws), clearing small trees, path and ride clearance, installation of posts and gates.	Y		A / I
Strong oral and written communication skills	Y		A / I
Good organisational skills with experience of managing own workload to meet deadlines	Y		A / I
Demonstrates good customer service skills to interact effectively and professionally with external and internal customers, using tact and diplomacy when required	Y		A/I
Good IT skills and knowledge of current systems	Y		A
Good interpersonal skills	Y		A / I
Driving license	Y		I
<b>Impact and attributes</b>			
Ability to understand the need to treat sensitive information confidentially	Y		A / I
Political awareness		Y	A / I

Evidence assessed by key: A = Application form  
I = Interview  
T = Testing / assessment