

Planning & Place Directorate

Volunteering Manager

(Band D, Full-time (working a 37.5 hours/week (although part-time hours of 30/week may be considered) on 5 days out of 7, which will include weekends and evenings; fixed term for 1.5 years)

Purpose

The job holder will be required to lead the co-ordination and delivery of 2 key areas of work: -

- The environmental volunteering function for the National Park Authority including the Volunteer Ranger Service.
- Project management of a range of environmental and outdoor physical activity volunteering initiatives including the Active Cairngorms Health Walks programme.

You will ensure coordination of key partners, and provide technical advice and guidance on volunteer issues as required.

Responsibilities

- Develop a Cairngorms National Park Volunteer Ranger Service supporting the work of partners in local communities and land managers; public, private and 'third sector'. The focus of the work being to:-
 - Engage and support volunteers
 - Encourage visitors to have a safe, enjoyable and responsible experience
 - Improve the natural and cultural heritage of Cairngorms
- Appoint, train, support, manage and sustain the team of CNPA Volunteer Rangers (currently 38), and lead on management of the volunteer budget, H&S compliance, rota development and performance management.
- To ensure the volunteer rangers and volunteers operate in compliance with H&S legislation, and with NPA Health and Safety Policy, and will constantly review and support H&S policy development and implementation for the service, including Risk Assessment (including approval) and Lone Working and Late Back procedures. Ensure adherence with procedures for safe working including adherence to risk management and reporting.
- Lead officer for developing and managing the necessary partnerships and engagement with communities, landowners and other organisations to support environmental volunteering; and to increase levels of outdoor physical activity in the Park.
- Support the work of the Ranger Manager, acting as Ranger Manager back-up at times they are absent, and support annual CNPA Junior Ranger programme delivering a five day programme engaging young people in secondary schools in and around Cairngorms.

- Develop the policies and procedures to cover the safe and efficient delivery of the environmental volunteering function within the National Park.
- Working with CNPA Comms Team and VS colleagues lead the communications on volunteers and volunteering via a range of media inc CNPA web site and agreed social media in the National Park.
- Working with CNPA HR Team and VS colleagues lead 'Park for All' work with rangers, volunteers and volunteering that encourages minority groups to be more involved with volunteering in Cairngorms
- Lead the regular monitoring, evaluation and reporting of environmental and outdoor physical activity volunteering activity against National Park aims and funder requirements.
- Provide expert advice and information as required on matters relating to environmental and outdoor physical activity volunteering in the National Park.
- Develop and maintain a safety management system for volunteering in the National Park.
- Lead on the development and implementation of volunteering opportunities for CNPA staff

General

- Contribute to the work of the Conservation & Visitor Experience Directorate and CNPA as a whole and ensuring compliance with financial procedures;
- Contribute to the delivery of the National Park Partnership Plan;
- To conduct other work, as necessary; and
- All post holders are required to be flexible with regards their job description so that the organisation can adapt to new opportunities and priorities over time.

Person Specification - Knowledge, experience and training

ESSENTIAL

- Demonstrate experience and successful management of environmental volunteering and managing volunteers;
- Understanding and experience of countryside visitor management issues and of Scottish Outdoor Access Code
- Experience of working with communities and hard to reach groups;
- Experience of developing and implementing safety management;
- Experience in partnership working, and of managing particularly complex partnership relationships;
- Experience of project and budget management;
- Experience in procuring and managing external services and contracts.
- Willingness and ability to work flexibly, over weekends and in evenings;
- Must be a good oral communicator, able to give formal and informal presentations to a wide range of audiences internally and externally, and to participate effectively in meetings;

- Articulate with excellent interpersonal and negotiation skills with experience of conflict resolution
- Must have good written skills;
- Must be adaptable, and able to apply his/her skills and intellect to a range of issues as the priorities of the CNPA evolve and develop over time
- IT skills – word processing, spread sheets, data bases;
- Full UK driving licence or access to driver if disability prevents driving.
- HND or equivalent qualification in a related discipline; or equivalent level experience within a similar role

DESIRABLE

- Visitor management skills including dealing with challenging situations
- Basic countryside management & maintenance skills
- Valid First Aid qualification
- Problem solving, flexibility & resourcefulness
- Experience of developing & delivering volunteer opportunities;
- Appreciation of the values, roles and responsibilities of a National Park in Scotland

November 2021