

Volunteer Engagement Officer (full time 37.5 hours per week, part time would be considered)

Reporting to: Head of Finance & Business Support

Location: Ampfield, Hampshire (or flexible with occasional attendance in Ampfield)

Purpose of the post: The Chartered Institute of Ecology and Environmental Management is the professional membership body for ecologists and environmental managers using their knowledge and skills to benefit nature. This post will support the Chartered Institute's work by developing good volunteer management standards across the organisation, providing practical support to its Member Networks, and developing the role of volunteers as ambassadors for the organisation and the profession.

This post requires some travel across the UK and Ireland.

Key Result Areas:**1. Volunteer Champion**

- I Develop and maintain effective organisational policies and standards for the recruitment, induction, management, recognition and support of volunteers to ensure consistency across the organisation and delivery of good practice.
- II Provide advice, support and training to colleagues with regard to volunteer management and support
- III Actively communicate the importance of volunteers to CIEEM and its members e.g. through InPractice articles, blogs/vlogs.
- IV Coordinate the collation of data and evidence regarding the contribution of volunteers to organisational success, including an annual Member Networks report.
- V Monitor and provide data on volunteer satisfaction, engagement and impact.
- VI Manage the annual Volunteer Achievement Awards and/or similar volunteer recognition activities.
- VII Maintain an overview of innovative approaches and volunteer engagement opportunities developed by other professional bodies in order to inform CIEEM's growth and development.

2. Member Network Support and Growth

- I Ensure that the Member Networks (Geographic Sections and Special Interest Groups) run effectively and in accordance with the Institute's Governance Regulations by providing resources, advice and help to volunteer committees.
- II Support Member Network committees to organise events and activities to promote networking and knowledge sharing for their members.
- III Support the creation of new Member Networks (Special Interest Groups) according to member interest and volunteer availability
- IV Organise and lead a minimum 2 Member Network Convenors Meetings per annum
- V Develop and support Member Network committees to be effective ambassadors for the Institute, supporting membership recruitment, member engagement and careers promotion activities.
- VI With support from the Office Administrator, co-ordinate annual Member Network committee elections

3. Opportunity Development

- I Work with other Secretariat teams to identify and develop opportunities for new activities, services and support designed to benefit members, support the Institute and/or promote the profession, prioritising those that engage members as volunteers.
- II Contribute to internal working groups (e.g. E,D and I Working Group, Student and Careers) to ensure volunteers are appropriately represented and championed and to identify opportunities for volunteer engagement.

PERSON SPECIFICATION

	<i>Essential</i>	<i>Desirable</i>
Education/qualifications		
GCSE (or equivalent) English and Mathematics	✓	
Volunteer Management qualification		✓
Experience		
Experience of working with volunteers	✓	
Experiencing of managing volunteers		✓
Experience of developing volunteer management and support policies		✓
Experience of using a CRM system.		✓
Experience of using Microsoft Dynamics.		✓
Experience of using a range of IT software packages including the Microsoft Office suite.	✓	
Experience of providing a high level of customer service	✓	
Knowledge and skills		
Excellent people management and team working skills	✓	
Polite and confident telephone manner.	✓	
Good communication skills.	✓	
Good understanding of Data Protection and confidentiality.	✓	
Ability to plan, prioritise and manage deadlines.	✓	
Knowledge of good practice in volunteer management and engagement	✓	
Personal qualities		
Excellent attention to detail.	✓	
Ability to understand CIEEM's values, purpose and structure.	✓	
Ability to problem-solve effectively	✓	
Self-motivated and able to manage own time effectively	✓	
Ability to work well as part of a team.	✓	
Has a positive approach, consistently achieving good quality work on time and responding positively to feedback.	✓	