



POSITION DESCRIPTION

Job Title: Volunteer Engagement Officer
Reports to: Regional Manager
Location: Auckland
Term: Full-Time Permanent

SUMMARY STATEMENT

The Volunteer Engagement Officer is responsible for assisting in the promotion and coordination of volunteer engagement within the region, and also takes responsibility for leading practical conservation activities. To be successful in this role, you will have demonstrated experience within the conservation sector. Well-developed communication and interpersonal skills coupled with demonstrated time management and problem solving skills will be highly regarded. You will also have strong computer skills with the ability to use a variety of programmes. You will have an interest in practical conservation activities from recruitment through to on-site delivery as needed.

TASKS & DUTIES

Team Leading

- This role includes some requirements for leading teams, both on a cover basis when team leaders are unavailable and for any specific program requirements within the region
- Ensuring the general welfare and safety of volunteers/participants, including strict adherence to Conservation Volunteers OH&S policies and procedures
- Maintaining team morale & motivation
- Responding within approved procedures in the case of an accident or emergency
- Providing a mix of practical and conceptual on-site training
- Making logistical arrangements for the efficient completion of project activities, principally practical conservation tasks (this may include project scheduling, catering and accommodation requirements, tool selection and site maps, details of job specification)
- Ensuring the care, maintenance and safe operation of vehicles, trailers, tools and equipment
- Representing CV in the general community and setting high standards of professional leadership and personal behaviour (CV enforces a strict drug and alcohol-free policy)
- Completion of Project Leader Reports

Volunteer and Membership Recruitment

- Implement the Volunteer Recruitment Action Plan within the region and record actions and contacts on Seedbank
- Proactively recruit and maintain volunteer numbers to fill teams to agreed levels within region
- Manage volunteer enquiries, providing customer service to current and prospective volunteers
- Proactively develop and maintain professional networks and relationships in the volunteer sector
- Travel within the region to promote projects and recruit volunteers when required
- Collaborate with peer Conservation Officers and Community Department to achieve national recruitment targets
- Write and post accurate project descriptions using approved style and template to promote CV projects and programs
- Conduct regular Volunteer Information Sessions to recruit volunteers and promote CV programs
- Prepare and distribute media releases and articles using media guidelines and templates provided
- Prepare material for CV communication channels including project descriptions, media articles, regular social media posts
- Coordinate and prepare monthly e-News for regional volunteers and stakeholders using format provided
- Assist with regional fundraising efforts

Volunteer Management

- Respond to volunteer enquiries in a timely and accurate manner as defined in the Volunteer Recruitment Action Plan
- Ensure all volunteers fully complete CV's Volunteer Registration process before commencing activities
- Ensure all volunteers are inducted using CV's standard induction format before commencing activities
- Ensure database record of volunteers is accurate and always up to date
- Utilise effective volunteer retention, reward and recognition strategies as defined in the Volunteer Recruitment Action Plan
- Prepare nominations for approval and submission to State / Territory / national volunteer award schemes
- Liaise with Regional Manager to coordinate National Volunteer Week events and prepare communications resulting from this
- Work cooperatively within regional team and national operations to maintain safety and program delivery standards
- Organise project logistics, including travel bookings, accommodation and catering, as required

- Liaise with Regional Manager and / or Community Department to investigate any volunteer issues or complaints, and support / implement the agreed resolution

Administration

- Update and maintain the CV database and website, ensuring confidentiality of data
- Regular reporting using set formats provided
- Comply with Volunteer Recruitment Action Plan daily/weekly/monthly/annual activities
- General office administration duties as directed by Regional Manager

ESSENTIAL QUALIFICATIONS AND EXPERIENCE

- The ability to seek out and inspire people to volunteer, and to encourage their commitment to Conservation Volunteers
- Effective communication and interpersonal skills across verbal, written and public presentations
- Proficient with Microsoft Word, Excel, PowerPoint, Outlook
- Demonstrated capacity for providing good customer service
- Full Drivers Licence
- Defensive Driving certificate obtained within the last five years
- Current Provide First Aid certificate or approved equivalent
- Occupational Health and Safety Level 3
- Ministry of Justice check

The above qualifications are required before leading teams. Assistance is available for gaining OH&S Level 3 and Police checks.

DESIRABLE QUALIFICATIONS

- Interest in practical conservation and ability to lead practical conservation projects (training will be provided)
- Personal experience as a volunteer (with any organisation)

RESPONSIBILITY & ACCOUNTABILITY

- The Volunteer Engagement Officer is responsible for the promotion of CV programs and successfully recruiting volunteers to become involved in these programs
- The Volunteer Engagement Officer is directly accountable to the Regional Manager and is expected to work effectively with regional and Head Office staff to achieve the overall business objectives

WORKING CONDITIONS

The position is based at CV's Regional Office, however some domestic travel is expected in order to network, promote and recruit for CV's programs and initiatives.

Travel may also be required to meet with volunteers / participants for recognition and reward activities, for program / project reviews, leading teams or for training / networking with external partners, other CV regions or Head Office.

Some out of hours work is expected in this role, with Time Off in Lieu available to be taken within the following pay period.

A mobile telephone will be provided for business purposes.

KEY PERFORMANCE INDICATORS

- Consistent application of CV Workplace Health and Safety Policies and Standard Operating Procedures
- Shows clear understanding of the Volunteer Recruitment Action Plan and consistent application of Volunteer Recruitment and Management Standard Operating Procedures
- Volunteer Recruitment Action Plan is regularly updated on Seedbank. New regional contacts and specific regional actions and activities are recorded, reviewed regularly and adjusted as required to achieve best outcomes
- Volunteer / participant selection displays good judgement. Volunteers / participants are always selected with due regard to Standard Operating Procedures and specific program guidelines
- Project opportunities are advertised widely through CV's own communication channels as well as externally and are compliant with guidelines in Volunteer Recruitment Action Plan
- Teams are filled to average agreed levels on all programs within region
- All volunteers are allocated to projects via the CV database as soon as projects become available
- Volunteer registrations and inductions are consistently carried out using Standard Operating Procedures for every volunteer / participant
- Volunteer / participant records are accurately maintained and always up to date on CV database

- Demonstrates clear application of volunteer recognition and retention activities as defined in the Volunteer Recruitment Action Plan
- Material for CV communication channels is submitted on time with at least one social media post per region month, plus additional material (such as newsletter articles) developed on request
- Monthly management report is completed and submitted on time using format provided
- Growth in membership numbers for the region
- Regional eNews is prepared using template and guidelines provided, and distributed on time each month
- General office administration tasks completed on time to Regional Manager's satisfaction
- Practical projects (team leading duties) are completed to the satisfaction of project partners and with positive feedback from volunteers

KEY SELECTION CRITERIA

- Demonstrated experience in proactive recruitment /community involvement / volunteer programs
- Proven ability in creating business networks and contacts
- Demonstrated presentation and writing skills
- Competent computer skills including Microsoft Word, Excel, PowerPoint, Outlook and database use
- Excellent organisational and time management skills with the ability to manage multiple tasks and competing priorities
- Interest in practical conservation is important. Formal qualifications in conservation are well regarded, but not essential for this role
- Demonstrated experience in delivering practical conservation projects and / or leading teams of volunteers