



Yorkshire
Wildlife Trust

Volunteering Support Assistant Job Description



ywt.org.uk



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About us

Yorkshire Wildlife Trust is one of the region's largest environmental charities; our mission is to **drive nature's recovery in Yorkshire** across our land and at sea.

We are one of 46 regional Wildlife Trusts working for nature and collectively forming the Wildlife Trusts, one of the largest collective national movements for wildlife in Europe.

Our vision is for **wildlife and people thrive together across Yorkshire's communities, land, rivers and sea**. We work holistically in nature, thinking globally, planning at regional and landscape scale, while delivering our work in partnership with local communities, caring for local wildlife together. Our dedicated team of staff (c.190) and volunteers (c.1000) work together, on behalf of all our members (c.41,000), in every corner of Yorkshire to make this vision a reality.

Since forming in 1946 with our first reserve at Askham Bog, we now steward 115 nature reserves, which cover more than 3000 hectares of land and include some of our most precious wildlife. We also work extensively with other land managers, communities and businesses, to inspire, advise and deliver restoration work, supporting others too play their part in nature's recovery.

We are passionate advocates for Yorkshire's incredible wildlife and wild places. Join us and help create a diverse and inclusive team, committed to driving change for Yorkshire's wildlife, communities and a positive future.





Volunteering Support Assistant

Job Description

Responsible To: Volunteering Support Manager

Responsible For: Volunteers

Location/based at: St. George's Place, York (with flexibility to be based at a regional office, located in Doncaster, Huddersfield and Flamborough).

Date last updated: June 2026

Main Purpose of the Role

- To act as the first point of contact for volunteering enquiries and to deliver an outstanding level of supporter care.
- To administer our volunteer data securely and effectively.
- To help co-ordinate volunteering activities including recruitment, training and events.
- To promote engagement through the delivery of timely and effective communications to our volunteers and volunteer managers across the Trust.

Tasks and responsibilities

- Providing a professional and friendly volunteering support service, including responding to enquiries accurately in a timely and effective manner, and handling compliments, comments, and complaints professionally and in line with our policies and procedures.
- Co-ordinating and supporting an annual programme of retention and recruitment activities, including the delivery of training sessions and engagement events and activities which help to deepen engagement, increase impact and inspire advocacy for wildlife, including our annual Volunteers' Celebration, Discovery Days and our AGM & Members' Day.





- Working with the Volunteer Support Manager to become fully trained and competent in the use of YWT's CRM database (Access Charity CRM) and Volunteer Management software (including Team Kinetic).
- Collaborating with colleagues at YWT and RSWT to ensure that our data is collected, administrated and organised in compliance with all relevant laws, policies and procedures.
- Developing and promoting inspiring communications between staff and volunteers across a range of channels and formats including our staff bulletins, volunteer newsletters, website and social media platforms to enhance the volunteer experience.
- Building relationships across the Fundraising, Communications and Engagement teams to support the achievement of our shared Departmental and Directorate objectives.
- Providing support to VST Administration Volunteers to ensure the effective recording of volunteer data.
- Working with the Volunteering Support Manager and the Volunteering Support Officer to implement and deliver ad hoc volunteering development projects as necessary.

Other

- Promote the Trust and partner organisations whenever possible.
- Demonstrate our Trust values every day.
- Support and promote the Trust's commitment to equality, diversity and inclusion.
- The Trust is committed to safeguarding and promoting the welfare of children, young people, and adults at risk and expects all staff and volunteers to share this commitment.
- Abide by all Trust policies.
- Undertake any other duties as requested by your line manager and in line with the post.





Person Specification

| Experience | Essential/Desirable |
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| Proven experience of providing high standards of supporter or customer care. | Essential |
| Significant experience in providing robust administrative support and working with colleagues across multiple teams to promote efficient and collaborative working. | Essential |
| Experience of securely collecting, collating, and maintaining large quantities of written and numerical data. | Essential |
| Experience of working in an office environment and with a large and remote team. | Desirable |
| Knowledge and Skills | Essential/Desirable |
| A good understanding of data protection legislation and best practice and how to apply this. | Essential |
| Highly competent in the use of office-based computing software, such as Microsoft Word, Excel, Outlook, Teams and CRM/VMS databases, and digital platforms such as Zoom & Mailchimp with the ability to also perform basic website updates and operations. | Essential |
| Excellent communication skills (both verbal and written) and an ability to clearly articulate information, processes and procedures to others. | Essential |
| Excellent time management skills and an ability to work flexibly, problem-solve and deliver competing objectives to tight deadlines with independence, drive, initiative and accuracy. | Essential |
| Excellent organisational and administration skills, numerate and with excellent attention to detail. | Essential |
| A general knowledge of wildlife, nature conservation and environmental issues in the UK. | Desirable |
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| Essential Qualifications/Requirements | Essential |
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| Enjoys the variety offered by frequent travel and working in different environments. | Essential |
| Has a full driving licence and access to own vehicle. | Desirable |





Terms and Conditions

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| Salary: | Within the range £25,353.12 to £26,439.84 per annum, pro rata. |
| Hours: | 21 hours per week, Monday to Friday. The nature of the post's duties may occasionally require evening and/or weekend work. Paid overtime is not available, but time off in lieu will be given for essential additional hours worked. |
| Contract: | Permanent. A probationary period of 4 months applies to new staff, during which you must complete all essential, mandatory training. |
| Flexibility: | Whilst ensuring the needs of the business and the role are met, the Trust endeavours to meet the flexible working needs of its employees. Depending on the nature of the role, the Trust offers hybrid working (a mix of office and at home). |
| Holidays: | 30 days per annum inclusive of 3 office/site closure days over the Christmas period, in addition to national public holidays, rising to 33 days after 5 years' service. All leave is pro rata for part time employees. |
| Pensions: | You may be eligible to be auto enrolled into the Trust's Pension Scheme. Terms of the scheme are available on request from Finance. |
| Employee Assistance Programme: | The Trust provides an Employee Assistance Programme. This is a confidential service which aims to provide staff with support for a range of issues. |





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| Health Questionnaire: | You will be asked to complete a health questionnaire in order to identify and support or adjustments you may require. |
| Equal Opportunities: | Yorkshire Wildlife Trust is committed to equal opportunities and appoints on merit. We welcome applicants from all sections of society regardless of gender, sexual orientation, race, disability, marital status, age and religion, perceived community background or political beliefs. |
| Place of Work: | The post will be based at St. Georges Place, York. |
| Travel: | Public transport is encouraged although pool vehicles are available. In exceptional circumstances the use of the employee's own vehicle may be necessary for business use, at a mileage rate of 55p per mile. |
| Training & Professional Memberships: | The Trust is fully committed to personal development and training and supports achieving and maintaining professional memberships and accreditations, with any essential-to-role professional memberships paid for by the Trust. |

