



Yorkshire
Wildlife Trust

Volunteering Support Officer

Job Description



ywt.org.uk

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 Officer

Job Description

Responsible To: Volunteering Support Manager

Responsible For: Volunteers

Location/based at: St. George's Place, York (with flexibility to be based at any of our regional offices, which are located in Doncaster, Huddersfield and Flamborough). Yorkshire Wildlife Trust supports both hybrid (a mix of office and home) and flexible working.

Date last updated: 16/07/2026

Main Purpose of the Role

- To act as a day-to-day contact point for Volunteer Managers; providing effective administration; responding to volunteer enquiries; supporting volunteer communications (including updating of the YWT website and use of social media) and organising volunteer events and training.
- To work with colleagues to increase engagement and support from volunteers to help diversify our audiences and strengthen the supporter journey.
- To develop and co-ordinate the promotion, recruitment, inductions and ongoing support for Voluntary Placements and Work Experience Placements.
- To coordinate and evaluate volunteering activities to achieve optimum engagement and income generation and least negative impact on the environment.

Tasks and responsibilities

To support effective and efficient volunteer involvement by:

- Responding to new volunteer enquiries (in line with YWT supporter care guidelines) providing up to date information about current opportunities and signposting volunteers to relevant vacancies and projects.



- Delivery of volunteering management best practice (Managing Volunteers Training) to both internal and external audiences.
- Supporting staff to develop a range of volunteer roles, voluntary placements and work experience opportunities that contribute to achieving the Trust business plans.
- Co-ordinating and implementing the administration and recruitment of volunteers and in liaison with staff across the region.
- Working with colleagues to develop and implement appropriate induction, supervision and support arrangements for volunteers, ensuring best practice is embedded across all activities.
- Working closely with the Supporter Services Team to ensure the effective administration, recording, monitoring and reporting of volunteer data, including registration forms, references, and number of volunteer hours.
- Becoming fully trained and competent in the use of our supporter database (Access Charity CRM)
- To support the implementation of the new Volunteer Management System (Team Kinetic) through training and support sessions for staff and volunteers.
- Management and support VST Administration Volunteers to ensure the effective recording of volunteer data.

To ensure effective communication and promotion by:

- Liaising with Trust staff to advertise volunteer roles through a variety of internal and external outlets, both general and specialist as required; including the production of promotional materials.
- 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.
- Attending departmental, team and working group meetings to cascade information and provide updates, guidance, training and support as required.



- Supporting the development and delivery of volunteering and supporter engagement events and activities (such as Discovery Days and the AGM & Members Day) which help to deepen engagement, increase impact and inspire advocacy.
- Working with the Volunteer Support Manager to provide effective and timely reports on volunteer data, monitoring volunteer retention using the CRM Database, VMS and other tools.
- Collaborating with colleagues at YWT and RSWT to ensure that our data is administrated and organised in compliance with all relevant laws, policies and procedures.
- Proactively building mutually supportive relationships across the Fundraising, Communications and Engagement teams to support the achievement of our shared Departmental and Directorate objectives.
- Working with the Volunteering Support Manager 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 behaving with courage, respect, and integrity whilst trusting others and taking responsibility for your actions at all times.
- 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
Proven experience of working in a volunteering development role and providing excellent standards of supporter care.	Essential
Proven experience of developing and promoting volunteering opportunities and programmes to internal and external audiences	Essential
A strong background in working across large, remote, and diverse teams and departments to build effective relationships.	Essential
Experience in developing and delivering inclusive and engaging training sessions to diverse audiences using a range of formats.	Essential
Experience of using a CRM and VMS databases or similar systems to enhance volunteer engagement.	Desirable
Knowledge and Skills	Essential/Desirable
Extensive knowledge and understanding of good practice in volunteer management and how this relates to increasing supporter engagement.	Essential
A good understanding of data protection legislation and best practice and how to accurately and safely collect, process, and maintain volunteer data in line with organisational policy for subsequent interrogation, analysis and review.	Essential
A good understanding of safeguarding legislation and best-practice.	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
A good level of experience using Microsoft Office / windows-based computing including Teams, Excel, Word, Outlook and Zoom.	Essential
Articulate and numerate with excellent interpersonal skills and a high degree of diplomacy, tact and confidence.	Essential



Knowledge of and enthusiasm for wildlife, nature conservation and environmental issues, especially those which are local to Yorkshire.	Desirable
Personal Qualities	Essential/Desirable
Someone who enjoys working with and supporting a wide range of people from different backgrounds.	Essential
Essential Qualifications/Requirements	Essential/Desirable
A full UK driving licence and a willingness and an ability to travel regularly within Yorkshire including our more remote nature reserves	Essential



Terms and Conditions

Salary:	Within the range £28,804.88 to £32,043.44 per annum (pro rata if part-time).
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:	Fixed Term until 31 st December 2026. A probationary period of 4 months applies to new staff, during which you must complete all essential, mandatory training.
DBS:	None required.
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.
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 1 St Georges Place, York, YO24 1GN
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.

