



VOLUNTEER SUPPORT OFFICER

Location: 23 Castle Street, Edinburgh, EH2 3DN with some flexible working possible.

Salary: £22,500 pro rata (37.5 hours FT) + Pension

Hours: Part time – 21 hours per week

Duration: Fixed term 2 years initially

Please apply by sending your CV and a covering letter stating your suitability for the role to info@scotlandsgardens.org

Closing Date: 26th August 2022.

ABOUT SCOTLAND'S GARDENS SCHEME

Scotland's Gardens Scheme was established in 1931 to raise funds by opening private gardens. Today, our purpose remains the same and our small staff team supports a wonderful community of volunteers and Garden Owners, working together to develop and deliver a programme of garden openings each year, raising vital funds for hundreds of charities. Read more about our charity here: <https://scotlandsgardens.org>

JOB INTRODUCTION

We now have an exciting opportunity for a Volunteer Support Officer to join our Head Office staff team, working with approximately 300 amazing, regular volunteers and a further 500 garden owners each year. You will provide comprehensive administrative support and will assist with the promotion and development of volunteering; including new volunteer initiatives, recruitment and engagement.

We are looking for an individual with a combination of strong IT, administrative and people skills. You will help to maintain our bespoke database on a day-to-day basis, support volunteer teams to gather and enter information into the database, ensuring the quality of data we hold; offer training and support to volunteer users and carry out a range of administrative functions, including inputting data, organising volunteer events and meetings and provide practical support to our volunteers.

You should have effective communication, organisational and MS Office skills and you will be a confident IT user. You will be adept with social media, have good writing skills and ideally will have some experience of working with volunteers. Most importantly, you'll be an enthusiastic and friendly individual, who enjoys dealing with people from a wide range of backgrounds.

KEY TASKS

Administration to support Volunteers

- Provide excellent administrative support for volunteers, working closely with and complementing the role of our Office Manager, prioritising workload so that time is managed effectively.
- Arrange and attend volunteer meetings, both online and face to face, including preparation and circulation of associated papers and preparing minutes.
- Be the first point of contact for volunteer enquiries and deal with them as appropriate.
- Help to create Volunteer bulletins which are interesting and attractive
- Organise, collate and issue the annual Volunteer Awards

Recruitment of Volunteers

- To ensure that volunteering vacancies are advertised appropriately using a variety of methods, and that vacancy details are kept up to date
- To create and maintain recruitment materials and update the website as necessary
- To respond to enquiries about volunteering
- To assist with inductions for new volunteers
- Assist with the organisation of volunteer events including volunteer training sessions, regional meetings and our conference.

Database

- Be responsible for ensuring volunteer data is up to date and producing reports as required.
- Train volunteers on inputting data for garden openings
- Support our Annual Registration process for inputting garden and volunteer information
- Create and update guidance and training videos for different functions of our database

Other Duties

- Act as Data Protection Officer, maintaining confidentiality of all sensitive information under the Data Protection Act (1998).
- Work flexibly as required to support the wider team in times of annual leave, sickness and increased activity.
- Visit garden owners and volunteers and represent the charity at events.

SKILLS & EXPERIENCE

- Excellent IT skills are essential and the following systems will be used regularly; bespoke database; MS Office 365, various design platforms, uploading content to our website & mailchimp;
- Excellent organisational skills, good time management and ability to prioritise workload
- Good administration skills
- Well-developed oral and written communication skills, excellent relationship building and interpersonal skills
- Understanding of Volunteer Management or willingness to learn and develop this skill
- Experience of working in an office and administrative environment
- Appreciation of and interest in gardens and/or gardening would be beneficial to the role.