Job description

Leader & Volunteer Project Support Officer (Social Forestry)

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| Salary | **£26,460** pro rata, fixed term until December 2025, with possible extension dependent on funding |
| Contract | 1 day (minimum) per week. Fixed term contract until December 2025. |
| Responsible to | Social Forestry projects |
| Responsible for | * Admin support for freelance Activity Leader staff * Admin support for Social Forestry volunteers * Induction support for Activity Leader and volunteers |
| Based at | Home based / anywhere in Wales (or close to) |

## Job purpose

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| * To coordinate a national network of leaders with recruitment, registration, and induction processes - into the Coed Lleol-Small Woods system. * To develop, maintain and implement a system of quality standards to support leaders through training and verification. Maintaining a database of available leaders ensuring they have appropriate documentation such as DBS, Outdoor First Aid, Mental Health Awareness. * To disseminate expertise and knowledge among Leaders through coordinating recruitment, induction, training events and skill shares. * To support volunteer recruitment through the delivery of induction & safeguarding workshops and processing DBS applications. * Where required, support project officers and participants through our online web-based system, through telephone support, or in person or paper based where required. * Work with the Project Team to improve systems, monitor progress and streamline processes. * To raise the profile of Coed Lleol-Small Wood’s leader support programme through surveys to understand the leaders of the network, whilst promoting our services and support including website/social media publicity.      * To align with the Training Team to coordinate/streamline induction and training across the organisation.   **Main Duties and Responsibilities:**  Activity Leaders, Assistants & Volunteers   1. To work closely with the Team to develop, maintain and implement the necessary processes to recruit, register and verify Activity Leaders, and volunteers and anyone involved in running sessions. 2. To source, check and upload documents to verify qualifications and experience of the Activity Leaders & volunteers. 3. To process DBS applications and conduct risk assessment interviews where necessary. 4. Support Project Officers in preparing for Yearly Support Meetings with Activity Leaders so that they feel confident in delivering feedback, to coordinate 360-degree feedback for Leaders where requested. 5. Develop, maintain and implement a system for verifying leaders training and standards. Ensure that training requests from Leaders is reported to the training coordinator/organiser. Coordinate training requests with Regional Coordinators/individual project budgets. 6. Keep Activity Leaders & Volunteers informed of training and skill share opportunities, and to credit volunteers for their time. 7. Build relationships with Project Officers in order to support clear communication and updates from Leaders. 8. Data protection- To deal with sensitive personal information, store it securely and shred information that is no longer required. Meet the General Data Protection Regulations (GDPR) and ensure that the team follow best practice and adhere to legal requirements. 9. To make and receive incoming telephone calls to Activity Leaders, and participants where necessary. 10. Where Project Officers require this support: To work closely with the Team to ensure all participants can register through our online system, providing training, support and guidance to them, helping them on their journey with us. This is mainly where participants are not I.T. literate or have additional needs such as visual impairment. 11. To keep up-to-date records of staff, Activity Leader and Volunteer training achievements, both external, internal, accredited & unaccredited training. 12. To develop an understanding of the purpose of Coed Lleol / Small Woods and demonstrate awareness of its principles through your working practices. 13. To support the network of activities through support at woodland sessions, through nature chat or as is needed within the job role.   Carry out any other similar duties as can reasonably be required of the post. |

**Person specification**

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|  | **Essential** | **Desirable** |
| **Experience** | Good working knowledge of administrative systems, including organising data in excel, Microsoft forms and Power Automate. | Previous experience of working in the environment, health, or community development sectors. |
| **Knowledge** | Good knowledge of the local region and community.  A proven interest in outdoor activities for health & wellbeing.  Knowledge of social prescribing systems and processes.  Knowledge of Outlook, Word, Excel, Office 365 | Knowledge of mental and physical health issues and barriers to participating in activities. |
| **Skills and abilities** | Excellent written and spoken interpersonal and telephone skills.  Ability to converse with people from a broad range of backgrounds and in a variety of settings.  Competence with IT. Competent with Microsoft Office programmes.  Welsh speaker or willing to learn the language. | Knowledge of training opportunities and pathways related to outdoor activity and social prescribing. |
| **Qualifications** | 5 GCSE’s | Relevant qualifications in education and / or the health and wellbeing sector. |
| **Personal qualities** | Able to communicate and put people at ease-with people at all levels, from all backgrounds.  Motivated, confident, committed individual.  Team player, able to inspire & motivate others.  Able to work on own initiative with minimum supervision. | Understanding of and commitment to the principles of sustainability and inclusion. |

Please note this role is subject to a DBS check.

Please return completed applications to: alisonmoore@smallwoods.org.uk

Application deadline: Friday 28th March 2025